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1994/1995

# DIRECTORY OF RECORDS

270

## Provincial Ministries and Agencies



Freedom  
of Information

— and —

Protection  
of Individual  
Privacy







# **DIRECTORY OF RECORDS**

**FREEDOM OF INFORMATION  
AND  
PROTECTION OF PRIVACY**

**1994/1995**



1994

DIRECTORY  
OF  
RECORDS

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# FOREWORD

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Ontario's **Freedom of Information and Protection of Privacy Act** gives individuals a legal right of access to information held by Ontario government ministries and agencies. A list of the institutions covered by this Act as well as the institutions covered by the **Municipal Freedom of Information and Protection of Privacy Act** may be found in a publication called **The Directory of Institutions**.

The **Directory of Records** is issued in English and French to assist individuals in locating general records and personal information maintained by institutions covered by the **Freedom of Information and Protection of Privacy Act**.

The directory describes the organization and types of records maintained by these institutions as well as the telephone number and address of the institution's Freedom of Information and Privacy Coordinator.

Individuals who are given access to their personal information also have the right to request correction of that information if they believe it to be inaccurate.

For further information about the Act or the directory write to:

Management Board Secretariat  
Freedom of Information and Privacy Branch  
8th Floor, 101 Bloor Street West  
Toronto, Ontario  
M5S 1P7

Telephone: (416) 327-2187  
Fax: (416) 327-2190

## INFORMATION AVAILABLE

### General Records

Under the **Freedom of Information and Protection of Privacy Act**, individuals may request any record of information in any form including a letter, report, computer tape, microfilm, videotape or sound recording.

Certain information may be withheld under one of the specific exemptions outlined in the Act. These exemptions include:

- cabinet records;
- records containing certain law enforcement information;
- records that could prejudice intergovernmental relations;
- personal information that could invade the privacy of an individual;
- certain records supplied in confidence by a third party.

A record must be disclosed to a requester unless it falls within one of the exemptions.

### Personal Information

Government ministries and agencies collect personal information from and about individuals in the course of their operations. This information covers a wide range of subjects and is used to administer programs and activities.

The **Freedom of Information and Protection of Privacy Act** gives individuals a right of access to their personal information subject to certain specific exceptions. At the same time, the Act safeguards an individual's privacy by protecting this information from unauthorized disclosure to others.





# **I.INTRODUCTION**





# I. Introduction

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## HOW TO USE THE DIRECTORY

### Locating the Information

This directory is arranged alphabetically with a chapter for each institution with a separate head and/or access address covered by the Act. Where the institution is an Ontario government ministry, the chapter includes an alphabetical listing of its affiliated agencies (e.g., the Ontario Heritage Foundation and the Ontario Science Centre of the Ministry of Culture, Tourism and Recreation).

A subject index is provided at the back of this publication. The alphabetical subject index allows the user to locate general records or personal information banks by looking up the subject matter to which it relates.

Each chapter in the directory contains the following information:

**Name** - the full title of the institution;

**Head** - the title, business address and telephone number of the minister or head of the institution;

**Access** - the title, address and telephone number of a contact person in the institution

- the location of a reading room for the review of manuals and other information.
- descriptions of the organization at various levels. The descriptions may include the goal or purpose of the institution; the organizational structure and details on the major organizational units or program areas within the institutions.
- a description of the records used to support each division's programs and an alphabetical listing of the general classes or types of records maintained
- an alphabetical listing of the manuals issued to employees to support the operation of the division
- a description of the personal information used to support each division's programs and an alphabetical listing of the personal information banks maintained;

**Affiliated Agencies** - a description of the agencies closely associated with each ministry

- a description and alphabetical listing of the general records and manuals maintained by each affiliated agency
- a description and alphabetical listing of the personal information banks and public records held by each affiliated agency;

## THE RECORDS

### Personal Information Banks

The Act defines **personal information** as any recorded information about an identifiable individual. A **personal information bank** is a collection of personal information that is organized and can be retrieved by an individual's name or some other personal identifier.

The directory provides the following information for each personal information bank maintained by an institution:

**Title** - the full title of the personal information bank;

**Location** - the name of the division, agency or program which the bank supports;

**Legal Authority** - the statute, regulation or Order in Council which provides legal authority for the establishment of the bank;

**Information Maintained** - the categories of personal information in the bank (e.g., name, age, financial information);

**Uses** - the principal purpose(s) for which the information issued;

**Users** - the individuals or organizations which have access to the information or to whom the information is disclosed;

**Individuals in Bank** - the individuals about whom the information is maintained;

**Retention and Disposal** - how long the information is kept and if it is destroyed or transferred to the Archives of Ontario;

For information concerning storage, retrievability, access controls and the official responsible for the personal information bank, contact the Freedom of Information and Privacy Coordinator listed under "Access" at the front of each institution's chapter.

### Public Records of Personal Information

Certain collections of records which contain personal information are public records. Land registration records are an example of this type of collection. Information contained in public records is accessible to all members of the public on an equal basis. In some cases, a user fee may be charged.

These collections are included in the institution chapters under the heading "Public Records". The following information is provided for each collection:

- the title of the collection;

- a description of the collection including its purpose and how it is maintained.

### Manuals

Institutions are required by the Act to make certain manuals available to the public in a reading room or other designated office. This requirement applies to manuals, directives and guidelines that contain information about programs or enactments and are used to make decisions that affect the public. The location of a reading room can be found at the front of each institution chapter under the heading "Access".

The manuals issued by each institution are listed in the directory. Where the number of manuals is extremely large, the listing may contain subject categories rather than individual titles. A more detailed inventory can be obtained by contacting the Freedom of Information and Privacy Coordinator in the appropriate institution.

## REQUESTING GOVERNMENT INFORMATION

In most cases, it is not necessary to apply under the **Freedom of Information and Protection of Privacy Act** to obtain access to ministry or agency records. Requests for information can be made by calling, writing or visiting the appropriate institution office.

When information is not available through the normal business channels, a request can be made under the Act. Each institution has an assigned Freedom of Information and Protection of Privacy Coordinator. To contact an institution's Coordinator, refer to the section entitled "Access" at the beginning of each institution's chapter.

### Making a Request Under the Act

The following types of requests can be made under the Act:

- access to general records
- access to personal information
- correction of personal information;

A request can be made by either using the form (where available) or by writing a letter to the institution outlining the information being sought (see samples on pages 10 and 11).

Copies of the request form are available from the Freedom of Information and Privacy Coordinators of institutions covered by the Act or from local public libraries.

If you are writing a letter, indicate that you are making the request under the **Freedom of Information and Protection of Privacy Act**.

Identify as clearly as possible what information is being sought. Being specific may speed up the processing of your request.

If you are not in a position to identify the specific records you are seeking, refer to this directory (see section "How To Use The Directory" for guidance) or, alternately, contact the coordinator of any institution who can advise you on how to proceed.

The completed request form/letter should be forwarded to the institution most likely to have the information. The correct mailing address can be found at the beginning of each chapter in this directory under "Access."

In general, a request must be processed within thirty calendar days. This means that the institution must either provide access to the requested information or notify the individual that the information is exempt under the specific provisions of the Act.

An institution may seek a time extension in accordance with conditions set out in the Act. If an institution requires a time extension, the requester must be notified.

### Access by Disabled Persons

#### For Print Handicapped Persons

Print handicapped persons should contact the appropriate Freedom of Information and Privacy Coordinator by telephone to discuss alternate means of making a request if they are unable to complete a request form or write a letter.

#### For Hearing Impaired Persons

Where a telecommunication device for the deaf (TDD) service is available to an institution, the number will be shown at the end of the institution's chapter under the heading "Access". Where institutions do not have a TDD service, individuals can use the Bell Relay Service to place calls. Information on this service can be found in local public telephone directories.

#### For Wheelchair Users

Where an institution's reading room is physically accessible, the international wheelchair accessibility symbol is shown at the front of the institution's chapter under "Access".

In general, when making a request, visiting an institution's reading room or examining personal information, a disabled person may be accompanied by a proxy or may have a proxy act for him/her. If a proxy acts alone, proof of consent by the disabled person to be represented is required.

## HOW TO APPEAL A DECISION

An individual may appeal a decision made by an institution where:

- the institution denied access to some or all of the information requested;
- the institution extended the time for processing a request beyond 30 days;
- the institution refused to make a correction to personal information; or
- the individual does not agree with the amount of the fee being charged.

In addition, third parties whose rights are affected by an institution's decision to release information may also appeal.

Appeals must be made in writing within 30 days of receiving a decision from a government institution. It is not legally necessary for the letter to contain reasons, however appellants are encouraged to state the basis for their appeals. Letters of appeal should state:

- the name of the institution which made the decision;
- the decision (or part of the decision) being appealed; and
- the date and/or file number the government institution has assigned to the request.

Copies of the appellant's original request and the institution's decision letter should be attached, if available.

Appeals should be directed to:

Information and Privacy Commissioner/Ontario  
17th floor, 80 Bloor Street West  
Toronto, Ontario  
M5S 2V1  
Telephone: (416) 326-3333  
Toll free: 1-800-387-0073  
Fax: (416) 325-9195

Copies of the Act can be purchased from:

Publications Ontario  
5th Floor, 880 Bay Street  
Toronto, Ontario M7A 1N8





# **SAMPLES**

October 30, 1992

123 Main Street  
Anywhere, Ontario  
A1A 2A2  
Telephone: 555-1111

Information and Privacy Coordinator  
Ministry of Consumer and Commercial Relations  
6th Floor, 10 Wellesley Street East  
Toronto, Ontario  
M7A 2H8

**Subject: Request under the Freedom of Information and Protection  
of Privacy Act**

Dear Sir\Madam:

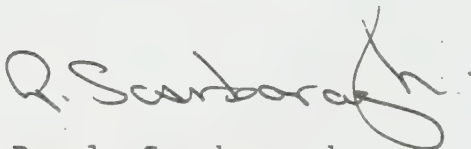
In April of 1992, I submitted an application for the registration of a travel agency - New Directions Travel Agency.

Under the Freedom of Information and Protection of Privacy Act, I am requesting the following:

A copy of the file associated with my application, particularly any information related to my employment history and financial status.

I look forward to hearing from you.

Sincerely,

A handwritten signature in dark ink, appearing to read "P. Scarborough". The signature is fluid and cursive, with a large loop at the end.

Pamela Scarborough



# Access/Correction Request Freedom of Information and Protection of Privacy

<b>Request for:</b> <input type="checkbox"/> Access to General Records <input checked="" type="checkbox"/> Access to Own Personal Information <input type="checkbox"/> Correction of Own Personal Information	<b>Name of institution request made to:</b> Ministry of Consumer and Commercial Relations
--	--

If request is for access to, or correction of, own personal information records:  
 Last name appearing on records: ☐ same as below or

<b>Details:</b>			
Last Name Scarborough	First Name Pamela	Middle Name	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input checked="" type="checkbox"/> Ms. <input type="checkbox"/> Miss
Address (Street/Apt. No./P.O. Box No./R.R. No.) 123 Main Street		City or Town Anywhere	Province Ontario
Postal Code	Telephone Number(s) Day  1416 1555-1111	Area Code	Evening

Detailed description of requested records, personal information records or personal information to be corrected. (If you are requesting access to, or correction of, your personal information, please identify the personal information bank or record containing the personal information, if known)

In April of 1992, I submitted an application for the registration of a travel agency - New Directions Travel Agency -

I would like a copy of the file associated with this application particularly any information related to my employment history and financial status.

**Note:** If you are requesting a correction of personal information, please indicate the desired correction and, if appropriate, attach any supporting documentation. You will be notified if the correction is not made and you may require that a statement of disagreement be attached to your personal information.

<b>Preferred method of access to records</b> <input type="checkbox"/> Examine Original <input checked="" type="checkbox"/> Receive Copy	<b>Signature</b> Q. Scarborough	<b>Date</b> Day Month Year 30 10 92
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<b>For Institution Use Only</b>		
<b>Date received</b> Day Month Year	<b>Request Number</b>	<b>Comments</b>

Personal information contained on this form is collected pursuant to Freedom of Information and Protection of Privacy legislation and will be used for the purpose of responding to your request. Questions about this collection should be directed to the Freedom of Information and Privacy Coordinator at the institution where the request is made.



## **II. COMMON RECORDS**





## II. COMMON RECORDS

### GENERAL ADMINISTRATION RECORDS

Certain types or classes of records are common to most institutions. These records contain information about general administration and operational support functions such as personnel, finance, purchasing, audit and property management. To avoid repetition, these common classes of records are described in this chapter. They are not under the institutions. Common administration records include:

- Administrative support records, including statistics, agendas and minutes of meetings, general inquiries, administrative procedures, library services, records management, data systems development and management, travel and transportation, property management, building and accommodation services, mail and messenger services;
- Cabinet submissions, Management Board submissions, Orders in Council, draft legislation, briefing notes, and general correspondence;
- Communications records, including speeches, ministers' statements, news releases, promotional and educational publications, audiovisual and film packages, advertising plans and records, public opinion polls, annual reports, visual identity records, issues and background summaries;
- Financial records including, financial systems and comptrollership, estimates, budgets, invoices, purchase orders, expenditure statements, allowances and expenses, assets management, and inventory management;
- Human resources management records, including human resources allocation, organization charts, job specifications, pension, benefits and insurance;
- Legal records, including statutes and regulations, research and opinions, correspondence, contracts and agreements;
- Planning and management records, including

strategic and operational plans, work programs, accountability reports, audit and efficiency reports, consulting reports, policies, directives and guidelines.

### Operational Records Common to Colleges of Applied Arts and Technology

In addition to general administration records which are common to most institutions, there are certain classes of operational

records common to most community colleges. These records document the planning, development and delivery of college programs. As with the general administration records described above, these common operational records have been listed in this chapter to avoid repetition. They are not listed under the individual community colleges.

Operational records common to most community colleges include:

- Board of Governors records, including minutes of the board and committees, bylaws, and policies;
- Corporate planning, management, and development records, including College Council functions, capital funding requests and approvals, capital project files, institutional research and market analyses, operational review reports, Ontario College Information System reports on plant, property, finance, staff and students, and fundraising activities;
- Records relating to the development and delivery of academic programs, including academic program sponsoring agencies, academic program submissions and approval files, program advisory committee records, program and course files, program accreditation and evaluation records, and examinations and assessment instruments;
- Records relating to government-sponsored programs and government relations, including annual reports to the Minister of Colleges and Universities, government relations and negotiations, Innovation Centre project files, FUTURES program files, Ontario Skills Development program files, Ontario Basic Skills program files, Canada Employment and Immigration Commission/Apprenticeship and other sponsored- program records, and business and industry training records;
- Enrolment and registration records, including registration policy, operations and statistics, enrolment audits, tuition and fee records, and transcript requisitions;
- Student services records, including financial aid services, housing and accommodation registries, funding and program records for scholarships and bursaries, Ontario Student Assistance Program files, special needs programs and services, athletics programs, student job requests and job placements, co-op and work term records, and graduate placement reports;
- College human resources management records, including labour/management committee minutes, position evaluation committee minutes and records (Hay and Support Staff

committees), professional development program records, and health and safety inspections, audits and reports;

- Records relating to outreach programs, including international training and development projects, secondary school liaison, and community agency affiliation records;
- Records relating to ancillary services, including the operations of the bookstore, cafeteria, student newspaper, student residence, fitness facilities, day care centre, campus functions (dances, concerts, etc.).

## PERSONAL INFORMATION BANKS

Certain personal information banks are common to many institutions. These banks contain information about government employees or standard programs such as pay equity and human rights administration. To avoid repetition, these common personal information banks are described in this chapter and only the titles are referenced in individual chapters.

In addition, certain personal information banks are common to most colleges of applied arts and technology. These banks have also been described in this chapter, with individual college chapters including references to the titles where appropriate.

The following are descriptions of common personal information banks. The first section describes personal information banks common to most institutions covered by the Act. The second section describes banks common to most Ontario government ministries and closely affiliated agencies. The third section describes banks common to most colleges of applied arts and technology.

Where an institution maintains a common personal information bank, only the title of the bank will be listed in the institution chapter. In some cases the names of the common personal information banks will vary with the institution. In other cases the name of the program is changed. An example of such a change is from the IPPEBS payroll system to the CORPAY system. These corrections will be included in next year's publication and do not affect the information available.

Individuals seeking access to these personal information banks should forward their requests to the appropriate ministry or agency. For the correct mailing addresses, refer to the "Access" heading at the front of each ministry/agency chapter.

## Personal Information Banks Common to Most Institutions

### Freedom of Information and Protection of Privacy Act Requests

**Location:** Freedom of Information and Privacy Coordinators' offices. **Legal Authority:** Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.F.31, s.24.

**Information Maintained:** Name, address, telephone number, description of information requested/to be corrected, correspondence, copies of requested records. **Uses:** Maintain a record of all requests; compile statistics. **Users:** Freedom of Information and Privacy Protection staff, liaison staff, head of institution and/or delegate. **Individuals in Bank:** Individuals submitting requests under the Freedom of Information and Protection of Privacy Act. **Retention and Disposal:** Not determined.

### Library Users Lists

**Location:** Libraries/reading rooms. **Legal Authority:** The Act establishing each institution. **Information Maintained:** Name, address, business and residence telephone numbers, ID number, agency. **Uses:** Prepare statistical reports; planning purposes; circulation records. **Users:** Library/reading room staff.

**Individuals in Bank:** Users of library and/or audiovisual services. **Retention and Disposal:** Until all materials returned, then destroyed.

### Ombudsman/Human Rights Commission

**Location:** Personnel/Human Resources Branch, Legal Services Branch and officer designated responsible for contact with these agencies. **Legal Authority:** The Ombudsman Act, R.S.O. 1990, c.O.6; Ontario Human Rights Code, R.S.O. 1990, c.H.19.

**Information Maintained:** Name, address, date of birth, copy of individual's complaint, investigation and report. **Uses:** Document an individual's complaint; respond to the inquiry.

**Users:** Managers, Legal Services Branch, deputy minister/chief executive officer. **Individuals in Bank:** Individuals registering a complaint under the Ombudsman Act or Human Rights Code and individuals about whom a complaint is made or who are involved in a complaint. **Retention and Disposal:** Variable.

### Parking Records

**Location:** Physical Plant Office, Finance and/or Administrative Branch. **Legal Authority:** For provincial ministries and agencies - Public Service Act, R.S.O. 1990, c.P.47; R.R.O. 1990, Reg. 977, s.7(1) and s.22. For community colleges - Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Also the Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. **Information Maintained:** Name, address, telephone number, office address and telephone number, Social Insurance Number or student/staff number, room number, vehicle licence and description, physical impairments, years of public service, any other voluntarily supplied information. **Uses:** Authorization for parking. **Users:** Physical Plant administrative staff. **Individuals in Bank:** Staff, students and tenants using



parking facilities on a regular basis. **Retention and Disposal:** Destroyed one year after individual discontinues using facilities.

### Workers' Compensation

**Location:** Occupational Health and Safety Section. **Legal Authority:** Workers' Compensation Act, R.S.O. 1980, c.W.11, s.22, s.23 and s.133; R.R.O. 1990, Reg. 977, s.62; Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.51 and s.52. **Information Maintained:** Name, address, telephone number, Social Insurance Number and details of the injury/accident. **Uses:** Process claims made under the Workers' Compensation Act. **Users:** Workers' Compensation Board, personnel/human resources staff, health and safety committees. **Individuals in Bank:** Ontario public servants and Crown employees submitting an accident/claim report. **Retention and Disposal:** 50 years, then transferred to archives.

## Personal Information Banks Common to Most Ministries and Affiliated Agencies

### Career Planning/Training

**Location:** Personnel/Human Resources Branch, Training Branch and/or line managers' offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47, s.4(f); R.R.O. 1990, Reg. 977, s.17. **Information Maintained:** Name, employee's career and employment goals, training and development plans, nomination forms for educational programs, training certificates. **Uses:** Record employee's career objectives and participation in relevant training. **Users:** Personnel/human resources staff, training and Employment Equity staff, line managers, auditors. **Individuals in Bank:** Ontario public servants and Crown employees. **Retention and Disposal:** Employment work period; upon termination incorporated into General Employment History and Payroll Information bank.

### Central Attendance Recording System (CARS)

**Location:** Personnel/Human Resources Branch, Finance Branch and line managers' offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47; R.R.O. 1990, Reg. 997, s.7(1). **Information Maintained:** Name, record of work attendance. **Uses:** Record absences; provide statistical reporting on attendance. **Users:** Managers, personnel/human resources and financial staff, Management Board Secretariat, staff of Employee Benefits and Data Services Branch and System Branch. **Individuals in Bank:** Ontario public servants and Crown employees. **Retention and Disposal:** Variable up to two years, then destroyed or incorporated into General Employment History and Payroll Information bank.

### Employment Application Inventory

**Location:** Personnel/Human Resources Branch and/or line managers' offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47, s.4(c), s.6(1) and s.24; R.R.O. 1990, Reg. 997, s.2 and s.11(2). **Information Maintained:** Name, address, letters

of application, resume//as. **Uses:** Identify potential candidates for job competitions. **Users:** Personnel/human resources staff, line managers. **Individuals in Bank:** Applicants for provincial government jobs. **Retention and Disposal:** One year, then destroyed.

### Employment Equity Program

**Location:** Employment Equity Program offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47; R.R.O. 1990, Reg. 977, s.17. **Information Maintained:** Name, Social Insurance Number, date of birth, job classification and title, office location, telephone number, education, employment history, career goals. **Uses:** Monitor progress of the program to establish equal opportunities for designated groups in the areas of training, promotions and career mobility. **Users:** Employment Equity staff, management and personnel/human resources staff. **Individuals in Bank:** Employees of the institution who are in groups designated under Employment Equity. **Retention and Disposal:** Employment work period, then destroyed.

### General Employment History and Payroll Information

**Location:** Personnel/Human Resources Branch, Finance Branch and line managers' offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47, s.10(2,4); R.R.O. 1990, Reg. 977, s.7(1) and s.17. **Information Maintained:** Name, address, work history, payroll transactions and employee benefit options. **Uses:** Record employee's work history and payroll/benefit transactions. **Users:** Personnel/human resources and financial staff, managers, auditors, Management Board Secretariat. **Individuals in Bank:** Ontario public servants and Crown employees. **Retention and Disposal:** 50 years after termination, then destroyed; select files transferred to archives.

### Grievances and Applications

**Location:** Personnel/Human Resources Branch and/or Management Board Secretariat (Human Resources). **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47, s.29; R.R.O. 1990, Reg. 977, s.30 to s.51; Crown Employees Collective Bargaining Act, R.S.O. 1990, c.C.50, s.19, s.38(13) and s.39. **Information Maintained:** Name, grievance forms, notices and replies, grievance award, correspondence about the grievance, supporting documentation. **Uses:** Document the grievance process. **Users:** Personnel/human resources staff, line managers, Management Board Secretariat. **Individuals in Bank:** Ontario public servants and Crown employees submitting formal grievances. **Retention and Disposal:** Variable after conclusion of the grievance, then destroyed.

### Identity/Employee Card

**Location:** Finance/Administration Branch. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.27. **Information Maintained:** Name, Social Insurance Number, office, office telephone number, card number, photograph. **Uses:** Regulate access to government property. **Users:** Security staff.



**Individuals in Bank:** Personnel issued an identification card.  
**Retention and Disposal:** Variable.

### Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)

**Location:** Personnel/Human Resources Branch, Finance Branch and line managers' offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47; R.R.O. 1990, Reg. 977, s.7(1) and s.17. **Information Maintained:** Name, date of birth, education, work history, pay level and other basic employee data. **Uses:** Issue pay cheques; prepare statistical reports such as T-4s, pension contributions. **Users:** Managers, personnel/human resources and financial staff, Management Board Secretariat, Employee Benefits and Data Services Branch and Systems Branch of the Management Board Secretariat. Select information is available to the Ontario Public Service Employees Union, insurance companies and banks. **Individuals in Bank:** Ontario public servants and Crown employees. **Retention and Disposal:** Variable up to 50 years after termination, then destroyed; select files to archives.

### Job Competitions

**Location:** Personnel/Human Resources Branch and/or line managers' offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47, s.4(c), s.6(1) and s.24; R.R.O. 1990, Reg. 977, s.2 and s.11(2). **Information Maintained:** Name, address, application forms, job advertisement, screening and evaluation information and appointment of successful candidate. **Uses:** Document the hiring process; provide statistical data. **Users:** Personnel/human resources and Employment Equity staff, line managers, human rights officers, auditors. **Individuals in Bank:** Applicants for provincial government jobs. **Retention and Disposal:** One year, then destroyed.

### Litigation Files

**Location:** Legal Services Branch. **Legal Authority:** Ministry of the Attorney General Act, R.S.O. 1990, c.M.17, s.5. **Information Maintained:** Name, address, telephone number, age, medical, financial, education and employment information, claims, reports, legal opinions, legal decisions, settlements. **Uses:** Provide basis for litigation for and against the institution. **Users:** Legal Services Branch staff, Crown Law Office-Civil staff, externally contracted legal advisors, institution's insurers, individuals involved in litigation. **Individuals in Bank:** Individuals involved in litigation against or with the institution. **Retention and Disposal:** Variable.

### Medical Information (Personnel)

**Location:** Personnel/Human Resources Branch. **Legal Authority:** Public Service Act, R.S.O. 1990, c.418; R.R.O. 1990, Reg. 977, s.62(1-4), s.63(1-3), s.75(1-5), s.93(1-2); Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.51 and s.52. **Information Maintained:** Name, health records, reports and claims. **Uses:** Verify health status; authorize leaves of absence. **Users:** Personnel/human resources staff, line managers, auditors. **Individuals in Bank:** Ontario public

servants and Crown employees. **Retention and Disposal:** Employment work period; upon termination incorporated into General Employment History and Payroll Information bank.

### Performance Management

**Location:** Personnel/Human Resource Branch and/or line managers' offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47, s.4(f). **Information Maintained:** Name, performance contract, appraisal of work performance. **Uses:** Manage employees' performance; identify staff training needs. **Users:** Personnel/human resources staff, training and Employment Equity staff, line managers, auditors. **Individuals in Bank:** Ontario public servants and Crown employees. **Retention and Disposal:** Employment work period; upon termination incorporated into General Employment History and Payroll Information bank.

### Travel/Expense Accounts

**Location:** Financial Services Section. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.418. **Information Maintained:** Name, Social Insurance Number, work mailing address, advance account, date of last expense account. **Uses:** Record advance account and expenditure totals. **Users:** Accounts Section staff. **Individuals in Bank:** Ontario Public Servants and Crown employees. **Retention and Disposal:** Until fiscal year-end when an employee's advance account is balanced, then destroyed.

### Workplace Discrimination and Harassment Prevention-Advisor Files

**Location:** Offices of individual Workplace Discriminating and Harassment Prevention Advisors. **Legal Authority:** Workplace and Discrimination and Harassment Directive. **Information Maintained:** Counselling report #1375, Advisor's summary report #1365. **Uses:** Documentation of advisory sessions with employees re the Workplace Discrimination and Harassment Prevention policy. **Users:** Advisor (reports 1375 and 1365), Workplace Discrimination and Harassment Prevention Coordinator (report 1365 only). **Individuals in Bank:** Ontario Public Servants and Crown employees. **Retention and Disposal:** Minimum of 1 year, then destroyed.

### Workplace Discrimination and Harassment Prevention - Investigator and Report Files

**Location:** Office of the Workplace Discrimination and Harassment Prevention Coordinator. **Legal Authority:** Workplace Discrimination and Harassment Prevention. **Information Maintained:** Formal harassment/discrimination complaint, statements from witnesses, supporting documentation (e.g. performance appraisals, letters to files, etc.), Investigators report. **Uses:** Supporting documentation used in the investigation of formal complaints of harassment or discrimination under the Workplace Discrimination and Harassment Prevention Policy; to determine appropriate disciplines. **Users:** Management Board Secretariat (Human Resources) Workplace Discrimination and

Harassment Prevention Coordinator, Labour Relations Staff, Managers, Deputy Minister. **Individuals in Bank:** Classified, unclassified, bargaining unit and management staff. **Retention and Disposal:** Permanent.

## Personal Information Banks Common to Most Colleges of Applied Arts and Technology

### Board of Governors Membership

**Location:** President's Office. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, address, telephone number, occupation, education, public or professional organization experience, biographical information. **Uses:** Maintain a record of past and present board members; maintain contact with former members for alumni and fundraising activities. **Users:** Board of Governors, President's Office staff. **Individuals in Bank:** Board of Governors members. **Retention and Disposal:** Permanent.

### Co-op, Work Term, Final Job Placements

**Location:** Co-op or Placement Office. Organizational placement may vary among colleges. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5. **Information Maintained:** Name, address, student number, employer name and address, job description. **Uses:** Record student participation in co-op and work term programs; assess student performance; record students placed in jobs through placement office programs. **Users:** Co-op and placement office staff, co-op coordinators, academic staff involved in co-op program, registered employers. **Individuals in Bank:** Students, employers. **Retention and Disposal:** Not determined.

### Day Care Registrants

**Location:** Day Care Centre. **Legal Authority:** Day Nurseries Act, R.S.O. 1990, c.D.2. **Information Maintained:** Name, date of birth, address, telephone, parent name and business telephone, OHIP number, doctor's name and address, child's medical history and immunization record, permission forms (video and photographic records of child, administration of medication, participation on excursions), child's schedule and behaviour patterns. **Uses:** Document registration, activities and development of child in daycare program; facilitate daily and emergency care. **Users:** Daycare center staff, emergency medical personnel and specialists. **Individuals in Bank:** Children registered in Day Care Center. **Retention and Disposal:** Two years after discharge, then destroyed.

### Dental Clinic Patients

**Location:** Dental Clinic. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; Health Disciplines Act, R.S.O. 1990, c.H.4. **Information Maintained:** Name, address, dental charts, patient records and x-rays. **Uses:** Treatment of clinic clients; maintain a record of treatment

performed. **Users:** Clinic staff. **Individuals in Bank:** Patients. **Retention and Disposal:** Not determined.

### Employee Personnel, Payroll and Benefits Records

**Location:** Personnel/Human Resources Office, Payroll Office, and/or local managers' offices. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, address, telephone, date of birth, sex, marital status and dependent information, citizenship, Social Insurance Number, education, work history, attendance and leave records, performance evaluations, benefit options, salary, payroll and benefit transactions, beneficiaries, next-of-kin, garnishments. **Uses:** Document employee work history and benefits information; administer payroll and benefits package; provide the Ministry of Education and Training with statistical reports. **Users:** Personnel/Human Resource staff, Finance Division and Payroll Office staff. **Individuals in Bank:** College employees. **Retention and Disposal:** Not determined.

### FUTURES Program Applicants and Participants

**Location:** FUTURES Office. **Legal Authority:** Order in Council 701/85. **Information Maintained:** Name, address, sex, date of birth, racial heritage, mother tongue, Social Insurance Number, telephone, identification number, educational history, employment history, source of income, referrals to/from other agencies, test results, and employment placement and performance assessment records. **Uses:** Administer the FUTURES program; provide program statistics to the Ministry of Education and Training; generate management reports. **Users:** FUTURES program managers, placement officers, counsellors, academic staff involved in pre-employment preparation programs. **Individuals in Bank:** Youths who apply to or are enrolled in the FUTURES Program. **Retention and Disposal:** Variable up to eight years, then destroyed.

### Graduate and Alumni Records

**Location:** Alumni Office. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, sex, date of birth, telephone, parent's name and address, marital status, name of spouse, program and graduation information, student activities, further education, donations, employment status and description. **Uses:** Maintain a record of alumni for contact and communications, fundraising, and social activities. **Users:** Alumni Office staff, senior college staff. **Individuals in Bank:** Graduates and alumni. **Retention and Disposal:** Not determined.

### Health and Medical Records

**Location:** Health centre or division offering health sciences programs. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; Health Disciplines Act, R.S.O. 1990, c.H.4. **Information Maintained:** Name, address, telephone, OHIP number, record of physical examination, medical history, chest x-ray and immunization



record (for health sciences students). **Uses:** Ensure health sciences students meet minimum health requirements for admission to clinical facility; record treatment of individuals using health centre services. **Users:** Health centre staff, health sciences program staff. **Individuals in Bank:** Students enrolled in health sciences programs, employees and students using health centre services. **Retention and Disposal:** Not determined.

### **Innovation Centre Clients, Registrants and Users**

**Location:** Innovation Centre. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; Ministry of Industry and Trade Act, S.O. 1982, c.31, s.3 and s.6. **Information Maintained:** Name, address, telephone, product or business information, patent information, drawings. **Uses:** Maintain a record of clients; register project, product, or business idea; provide statistical and other reports to the Ministry of Economic Development and Trade; maintain contact and communications with clients. **Users:** Innovation Centre staff. **Individuals in Bank:** Clients. **Retention and Disposal:** Not determined.

### **Job Competitions and Applications**

**Location:** Personnel/Human Resources Office. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770. **Information Maintained:** Letters of application, resumes, competition documentation. **Uses:** Administer competitions and hirings. **Users:** Personnel/Human Resources staff, management staff. **Individuals in Bank:** Persons seeking employment. **Retention and Disposal:** Not determined.

### **Ontario Basic Skills Program Trainees**

**Location:** Ontario Basic Skills Office. **Legal Authority:** Order in Council 701/85. **Information Maintained:** Name, trainee number, functional and academic level test results, academic and skills status assessment, training plan, evaluations, employment status upon leaving program, and Special Support Allowances application form which includes sex, date of birth, address, family status, source of income, and allowance eligibility assessment information. **Uses:** Administer the Ontario Basic Skills Program; provide program statistics to Ministry of Skills Development. **Users:** Ontario Basic Skills Program staff, academic faculty assigned to Ontario Basic Skills Program, Ministry of Education and Training (for program audit and Special Support Allowances program administration). **Individuals in Bank:** Program participants. **Retention and Disposal:** Six years, then destroyed.

### **Ontario Training Incentive Program Trainees**

**Location:** Ontario Skills Development Office. **Legal Authority:** Order in Council 701/85. **Information Maintained:** Name, address, sex, Social Insurance Number, education, employment status, occupation, OTIP subsidy participation agreement and claim forms, apprenticeship cards, and employer information. **Uses:** Determine eligibility for and entitlement to OTIP subsidy; administer OTIP program. **Users:**

Training Support Services (Ministry of Education and Training). **Individuals in Bank:** Individuals in designated occupations who apply for OTIP subsidy, employers. **Retention and Disposal:** Six years, then destroyed.

### **Ontario Student Assistance Program**

**Location:** Financial Aid Office. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. **Information Maintained:** Name, Social Insurance Number, address, age, sex, marital status, residency status, education, employment history, income and assets of applicant, parents, sponsors, spouse. **Uses:** Determine eligibility for the Ontario Study Grant Plan, the Canada Student Loans Plan, or the Ontario Student Loans Plan. **Users:** Financial Aid Office staff, the Ministry of Education and Training. **Individuals in Bank:** Students seeking financial assistance. **Retention and Disposal:** Two years, then destroyed.

### **Professional Development**

**Location:** Personnel/Human Resources Office, Staff Development Office, academic divisions, and/or local managers' offices. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, classification, department, school, nature and duration of leave or other development program. **Uses:** Determine eligibility for professional development programs or leave. **Users:** Personnel/Human Resources staff, management staff. **Individuals in Bank:** Staff seeking professional development leave. **Retention and Disposal:** Not determined.

### **Scholarships and Awards**

**Location:** Organization placement varies among colleges. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, address, date of birth, student number, course/program information, scholarship/award criteria, evaluations. **Uses:** Determine eligibility for scholarship, bursary, fellowship, or award; publicize college awards and scholarships. **Users:** Financial Aid Office staff, Registrar's staff, academic/program staff, sponsor. **Individuals in Bank:** Students applying, nominated for or receiving award/scholarship. **Retention and Disposal:** Not determined.

### **Student Appeals (disciplinary, administrative, academic)**

**Location:** Organization placement varies among colleges. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, student number, program/year, appeal documentation. **Uses:** Document student appeal process. **Users:** Senior staff hearing appeals. **Individuals in Bank:** Students with appeals. **Retention and Disposal:** Not determined.

### **Student Applications**

**Location:** Registrar's Office. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; R.R.O.

1990, Reg. 770. **Information Maintained:** Name, date of birth, citizenship, address, telephone, marital status, secondary school/prior educational history, functional level test results, college/programs applied for. **Uses:** Determine eligibility for admission; document the admissions process. **Users:** Registrar's staff, academic staff. **Individuals in Bank:** Applicants.

**Retention and Disposal:** Applicants not admitted - one year, then destroyed; applicants admitted - incorporated into Student Registration and Academic History bank.

#### **Student Athletics and Fitness Programs**

**Location:** Athletics Centre. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, address, student number, sports participation, general medical history, name of contact in case of emergency. **Uses:** Record student participation in organized sports and fitness programs; plan fitness/athletic programs; notification in case of emergency.

**Users:** Athletic Centre staff, physical education staff.

**Individuals in Bank:** Students participating in organized sports and fitness programs. **Retention and Disposal:** Not determined.

#### **Student Counselling**

**Location:** Counselling Office. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, student number, referrals, record of counselling. **Uses:** Assessing and referring students in need of counselling. **Users:** Counselling staff. **Individuals in Bank:** Students seeking counselling.

**Retention and Disposal:** Not determined.

#### **Student Registration and Academic History**

**Location:** Registrar's Office, Academic Divisions, and/or local instructors' offices. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, date of birth, address, student number, fees paid, co-op participation, cumulative academic record, achievements and awards, transcripts. **Uses:** Maintain a record of student registration and academic history; verify academic achievement; provide the Ministry of Colleges and Universities with statistical reports.

**Users:** Registrar's staff, academic division/program/course staff. **Individuals in Bank:** Students. **Retention and Disposal:** 70 years after retirement or program completion, then destroyed.

#### **Teacher Workload Records (Standard Workload Form)**

**Location:** Personnel/Human Resources office and/or academic divisions. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770.

**Information Maintained:** Name, department, period covered, workload information. **Uses:** Ensure that teacher workload adheres to the provisions of the collective agreement. **Users:** Management staff, teachers. **Individuals in Bank:** Teachers.

**Retention and Disposal:** Not determined.

#### **Tests, Examinations and Assessments**

**Location:** Academic divisions and/or instructors' offices. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O.

1990, c.M.19; R.R.O. 1990, Reg. 770. **Information Maintained:** Name and/or student number, completed tests/examinations, marks. **Uses:** Assess academic standing and progress; document the testing and examination process. **Users:** Teaching staff. **Individuals in Bank:** Students. **Retention and Disposal:** Not determined.

#### **Vocational Testing and Counselling**

**Location:** Organizational placement may vary among colleges.

**Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, student number, assessments, referrals.

**Uses:** Assist student in determining vocation/profession; assist in admissions of mature students. **Users:** Vocational counselling staff. **Individuals in Bank:** Students seeking vocational counselling. **Retention and Disposal:** Not determined.





### **III. MINISTRIES AND AGENCIES**



# MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS

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## Head

Minister of Agriculture, Food and Rural Affairs  
11th Floor, 801 Bay Street  
Toronto, Ontario  
M7A 1A3  
(416) 326-3067

## Access

Freedom of Information and Privacy Coordinator  
6th Floor, 801 Bay Street  
Toronto, Ontario  
M7A 2B2  
(416) 326-3137

A public reading room for the review of manuals and other information is open during regular office hours on the third floor at 801 Bay Street, Toronto.

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The Ministry of Agriculture, Food and Rural Affairs is one of the oldest ministries in the Ontario government. Prior to the formation of the Ontario Department of Agriculture in 1888, agricultural administration in Upper Canada was handled by a Board of Agriculture, later named the Bureau of Agriculture. In 1965, the name was changed to the Department of Agriculture and Food and subsequently, Ministry, to reflect its responsive role in the entire food production system.

The mission of the Ministry of Agriculture and Food is to foster an economically viable, environmentally sustainable agriculture and food system where the participants cooperate to meet the needs of the people of Ontario and to compete in global markets.

The Ministry of Agriculture and Food is divided into major groups: Agricultural and Rural Division; Food Industry Division; Policy and Programs Division; Education, Research and Laboratory Division; Corporate Services Division. All are headed by Assistant and Deputy and report to the Deputy Minister. Crop Insurance and Stabilization (AgriCorp) is headed by a Chief Executive Officer and reports to the Deputy Minister, and the Farm Products Marketing Commission is headed by a Chairman, who reports to the Minister.

Agricultural and Rural Division has eight components: Farm Business Management and Western Region; Livestock Technology and Eastern Region; Crop Technology and Southern Region; Leadership and Organization Development and Central and North Region; Rural Development Secretariat; Land Use Planning; Farm Assistance Programs; Resources and Regulations.

Food Industry Division has five branches: Food Industry Competitiveness; Market Development; Food Standards; Meat Industry Inspection; and Dairy, Fruit and Vegetable Industries Inspection.

Education, Research and Laboratories Division is responsible for two branches: Agricultural and Food Laboratory Services and Veterinary Laboratory Services. It is also responsible for five colleges of agricultural technology, one of which is French, the Horticultural Research Institute of Ontario and the Agricultural Research Institute of Ontario and research contract with the University of Guelph and the Ontario Agricultural Museum.

Policy and Programs Division has three branches: Policy Analysis, Policy and Program Co-ordination, and Streamlining and Commodity Strategy Development.

Corporate Services Division is responsible for Human Resources, Audit Services, Management Systems and Relocation and Administrative Services. The Financial Planning Secretariat, Financial Operations, Freedom of Information and Privacy and French Language Services are also the responsibility of this division.

Crop Insurance and Stabilization (AgriCorp) is responsible for the Crop Insurance Commission of Ontario, Market Revenue Insurance and National Tripartite Stabilization Programs.

Both the Communications Branch and the Employment Equity Office report to the Deputy Minister. Legal Services are provided by the Ministry of the Attorney General.

## Deputy Minister's Office

### Communications Branch

The Communications Branch supports ministry programs and policies by providing information in English and French to the media and the public through news releases, radio and television, educational videotapes, films, publications and exhibits.

The branch recommends communications policies for the ministry provides communications support to the Minister and Deputy Minister and advises other branches on communications strategies.

### Common Records

Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Travel/Expense Accounts



**General Classes or Types of Records**

Communications Research/Recommendations  
Corporate Publications  
Exhibits, Fairs, Trade Shows  
Film Library  
News Releases  
Photo Library  
Special Events  
Speeches

**Information Centre**

The Information Centre is a storefront operation for the Ministry of Agriculture and Food. It provides an information and referral service to the public in areas of general agriculture, food preparation and food safety. It distributes the ministry's technical and corporate publications, as well as Foodland Ontario material.

The centre is open Monday to Friday, 8:30 a.m. - 4:30 p.m.  
Phone lines are open from 8:15 a.m. - 5:00 p.m.

**General Classes or Types of Records**

Agriculture, Food and Nutrition  
Corporate Publications  
Technical Publications

**Employment Equity**

The Employment Equity Office coordinates and implements OPS programs within the ministry to promote fairness in the workplace. The office develops employment equity plans and reports on progress toward employment equity for aboriginal peoples, francophones, persons with disabilities, racial minorities and women. Additional responsibilities include delivery of equity-related training and communications, maintenance of workforce profile data and administration of employment equity funds.

**Common Records**

Employment Equity Program

**Legal Branch**

The Legal Branch provides general legal services to the ministry, including interpretation of statutes and regulations, drafting legislation, preparation of orders-in-council, drafting of agreements and other legal documents, and offering legal opinions on a wide variety of matters. The branch also conducts prosecutions, assists in the conduct of civil litigation, represents the ministry before various tribunals and serves as counsel to a number of ministry boards.

**Common Records**

Litigation Files  
Ombudsman/Human Rights Commission

**General Classes or Types of Records**

Legislation and Supporting Documents Affecting the Ministry

**Agriculture and Rural Services Division**

The division provides a broad range of services to the agricultural sector including extension services, technical advice, resource stewardship and financial assistance programs, as well as land use planning and support to rural organizations.

**Common Records**

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Performance Management

**Crop Technology**

Crop Technology manages issues, policy and the development of technology to support information and advisory services across the province for commercial crop producers. The management team focuses on field, horticultural and amenity crops; agroforestry; and safe, effective use of pesticides and the Integrated Pest Management Program. Technology development stresses market-responsive, profitable crop production that respects good stewardship of farm land.

**Common Records**

Job Competitions and Applications  
Performance Management

**General Classes or Types of Records**

Corn Trials  
Field Crop Management and Production  
Floriculture and Nursery Production  
Horticultural Crop Management and Production  
Integrated Pest-Management Program in Ontario  
Nurseries  
Ontario Clingstone Peach Tree Planting Assistance Program  
Pest Management  
Plant Health  
Rutabaga Assistance Program  
Seed Potato Program (SPUD)  
Soybean Trials  
Weed Control  
Wetlands/Forestlands  
Woodlot Management and Maple Syrup Production

**Manuals**

Integrated Pest Management (Onions/Carrots/Celery/Lettuce in Ontario)  
Integrated Pest Management for Apple Orchards in Ontario

## Personal Information Banks

Ontario Asparagus Production Incentive Program (discontinued 1988)

Location: Crop Technology. Legal Authority: Order-in-Council 1843/81. Program ended March 31, 1988. Information Maintained: Name, address, amount of grant approved and paid, crop inspection reports, number of acres approved, number of acres planted. Uses: Program ended March 31, 1988. Users: Inspectors, program administrators. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then transferred to archives.

Ontario Clingstone Peach Tree Planting Assistance Program

Location: Crop Technology. Legal Authority: Order-in-Council 1581/85. Information Maintained: Name, address, amount of grant approved and paid, number of trees planted by variety. Uses: Determine eligibility for grant; catalogue accumulated expenditures and audit. Users: Branch staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then transferred to archives.

## Farm Assistance Programs Branch

The Farm Assistance Programs Branch is responsible for the administration of farm financial assistance programs, development of new programs and the review of existing programs. It provides information about financial policies and financial assistance programs in agriculture.

The branch administers the following programs: Artificial Insemination of Livestock Act; Bear Damage to Livestock Compensation Program; Damage to Honey Bees by Bears; Farm Plus Plan (Rural Loan Pool); Grants in Lieu of Taxes; Grants to Local Poultry Associations; Hunter Damage Compensation Act; Livestock, Poultry and Honey Bee Protection Act; Ontario Farm Start Program; Ontario Junior Farmer Establishment Loan Corporation; Ontario Private Mortgage Guarantee Program; Professional Services Assistance Program; Purebred Beef Cattle Sales Assistance Policy; Purebred Dairy Cattle Sales Assistance Policy; Purebred Sheep Sales Assistance Policy; Rabies Indemnification Program; Sheep and Bull Indemnification Program; Special Livestock Shows Assistance Program 1979 (Commercial); Swine Sales Assistance Policy; and Transportation of Livestock Exhibits Assistance Program.

The branch also administers the Ontario Farm Tax Rebate Program and the Farm Registration and Farm Organizations Funding Act.

For further information such as eligibility criteria, the application process and management of these programs, contact the local Ministry of Agriculture and Food field office (see list under Field Services Delivery entry).

## Common Records

Job Competitions and Applications  
Performance Management

## General Classes or Types of Records

Agricultural Investment Strategy  
Agricultural Rehabilitation and Development Act - Implementation  
Bear Damage to Livestock Compensation  
Farm Registration and Farm Organizations Funding  
Farm Tax Rebate Program  
Hunter Damage to Livestock Compensation Program  
Livestock, Poultry and Honey Bee Protection Act  
Northern Ontario Transportation Assistance  
Ontario Farm-Start  
Purebred Dairy Cattle, Beef and Sheep Sales Assistance Program  
Special Livestock Shows Assistance Program  
Young Farmer Credit Program (OYFCP)

## Manuals

Beginning Farmer Assistance Program - Policy Manual and Participants Kit  
Commercial Disaster Relief Fund - 1985 Procedural Manual  
Farm Assistance Programs - Directives  
Farm Tax Rebate Program Policy Guidelines  
Federal and Provincial Financial Assistance Programs for Agriculture  
Ontario Farm Adjustment Assistance Program/Farm Operating Credit Program  
Ontario Farm Family Advisory Program Advisor's Manual  
Ontario Young Farmer Credit Program (OYFCP) Guidelines

## Personal Information Banks

AgriNorth Project Proposals

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 1470/84, 1545/84, 1897/85, 123/87 and 421/87. Information Maintained: Name, address, application forms, claim forms, correspondence, payment requisitions, project reports. Uses: Evaluate application eligibility; check claims for eligible items; check reports against project proposals; create program status summaries and audit. Users: Branch director, program manager, review committee, administrative staff. Individuals in Bank: Farmers or other applicants. Retention and Disposal: Ten years, then transferred to archives.

Agricultural Rehabilitation and Development Act (ARDA) - Federal-Provincial Projects

Location: Farm Assistance Programs Branch. Legal Authority: Agricultural Rehabilitation and Development Act, R.S.O. 1990 c.A.11. Information Maintained: Name, application for lease, each project's history, terms and conditions for operational/audit purposes. Uses: Evaluate requests for lease renewal; process requests to purchase; resolve problems and audit. Users: ARDA directorate, program administrative staff, branch director, Legal



Branch.Individuals in Bank: Applicants for lease.Retention and Disposal: Land sales - seven years, then destroyed; land transfers to Ministry of Natural Resources - 20 years, then destroyed; federal/provincial agreements - 15 years, then transferred to archives.

#### Bear Damage to Livestock

Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 113/76, 1885/76, 2563/79 and 1935/80.Information Maintained: Name, address, application form, financial information (maintained by Financial Operations), rejection correspondence.Uses: Determine eligibility under the program and audit.Users: Branch director, program manager, administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Seven years, then destroyed.

#### Beginning Farmer Assistance Program (BFAP)

Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 2692/83, 3089/83, 217/84, 509/84 and 2037/87.Information Maintained: Name, address, telephone number, correspondence, enrolment number. May contain farm business analysis statements.Uses: Evaluate eligibility for program and audit.Users: Program managers, coordinators, review committee, branch director, branch administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Seven years, then transferred to archives.

#### Beginning Farmer Assistance Program and Farm Start Program Appeal Files (BFAP/FAST)

Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 2692/83, 3089/83, 217/84, 509/84, 2037/87, 2034/87, 2870/87.Information Maintained: Name, address, telephone number, education, work experience, personal and farm business balance sheet, correspondence, farm business analysis.Uses: Evaluate appeals under the Farm Start Program and the Beginning Farmer Assistance Program, and audit.Users: Appeal Board members and ministry staff.Individuals in Bank: Appellants/Farmers.Retention and Disposal: Seven years, then transferred to archives.

#### Canada - Ontario Livestock Drought Assistance Program

Location: Farm Assistance Programs Branch.Legal Authority: Order-in-Council 122/89.Information Maintained: Name, address, application form, audit reports, correspondence.Uses: Determine eligibility for program and audit.Users: Branch director, program manager, branch administrative staff, access to Agriculture Canada and Crop Insurance.Individuals in Bank: Applicants.Retention and Disposal: Seven years, then destroyed.

#### Canadian Western Agribition Livestock Transportation Assistance Program (discontinued 1991)

Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 2905/81, 2850/82 and 3482/83.Information Maintained: Name, address, application forms, financial information, rejection correspondence.Uses: Determine eligibility under the program and audit.Users: Branch director, program manager, administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Seven years, then destroyed.

#### Commercial Disaster Relief Fund, 1985

Location: Farm Assistance Programs Branch.Legal Authority: Order-in-Council 1916/85.Information Maintained: Name, address, telephone number, age, application forms, amount of loans outstanding, enrolment number, financial data, type of farm.Uses: Evaluate eligibility for and amount of grant and audit.Users: Branch director, program manager, branch administrative staff.Individuals in Bank: Farmers applying for loans/grants.Retention and Disposal: Seven years, then destroyed.

#### Farm Business Registration

Location: Farm Assistance Programs Branch.Legal Authority: Farm Registration and Farm Organizations Funding Act, S.O. 1993, s.2 and 20.Information Maintained: Name, address and telephone, age and education, business structure, farm data, registration number.Uses: Administer registration and funding for Farm Registration and Farm Organizations Funding Act; create a data base for management and planning purposes; develop agricultural policies and programs; and distribute ministry information.Users: Authorized ministry staff.Individuals in Bank: Farmers, partners and shareholders.Retention and Disposal: Minimum 3 years.

#### Farm Interest Assistance Program, 1991

Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 880/91 and 1549/91.Information Maintained: Name, address, financial statements and information, telephone number.Uses: Determine the eligibility for program benefits and audit.Users: Farm Assistance Programs Branch program development and review unit, branch director, program manager and policy division.Individuals in Bank: Ontario farmers eligible for the program.Retention and Disposal: Seven years, then destroyed.

#### Farm Tax Rebate - Audit Unit

Location: Farm Assistance Programs Branch.Legal Authority: Order-in-Council 3033/90.Information Maintained: Name, Farm Tax Rebate application form, address, consent forms, correspondence, financial information, financial statements, income tax forms, payment requests, reports.Uses: Verify and/or evaluate eligibility for the rebate.Users: Branch director, program manager, administration staff, Appeal Board members.Individuals in Bank: Applicants.Retention and Disposal: Six years, then destroyed.

#### Farm Tax Rebate Program

Location: Farm Assistance Programs Branch.Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16; Order-in-Council 3033/90.Information Maintained: Name, acreage, address, assessed value, assessment roll number, citizenship, commodity, owner or tenant operated, tax amount.Uses: Determine eligibility for property tax rebates and audit.Users: Authorized ministry staff, Farm Tax Rebate Appeal Board.Individuals in Bank: Owners of property assessed as farms in Ontario.Retention and Disposal: Ten years, then destroyed.

Farm Tax Rebate/Reduction Program Appeal Board Files

Location: Farm Assistance Programs Branch.Legal Authority: Order-in-Council 3033/90.Information Maintained: Name, address, assessment data confirmation, assessment role number, correspondence, legal documents, notice of assessment, program payment history, property information, tax invoices.Uses: Evaluate appeals under the Farm Tax Rebate Program and audit.Users: Branch director, program manager, secretary to the Appeal Board, members of the Farm Tax Rebate Program Appeal Board.Individuals in Bank: Individuals denied a farm tax rebate and appealing their cases.Retention and Disposal: Ten years, then transferred to archives.

Grape Conversion Assistance Program

Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 1889/76 and 1002/76.Information Maintained: Name, address, financial data, production information.Uses: Determine eligibility for the program and audit.Users: Branch director, program manager, branch administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Five years, then transferred to archives.

Hailstorm Assistance Program

Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 2470/85 (Essex) and 2469/85 (Timiskaming).Information Maintained: Name, address, application forms, financial data, telephone number.Uses: Decide eligibility for grant assistance for damage caused by hailstorms in Essex County on May 30, 1985, and Timiskaming District on July 21, 1986, and audit.Users: Branch director, program manager, administrative staff.Individuals in Bank: Farmers affected by the above-mentioned hailstorms.Retention and Disposal: Seven years, then destroyed.

Hunter Damage Compensation Act

Location: Farm Assistance Programs Branch.Legal Authority: Hunter Damage Compensation Act, R.S.O. 1990, c.H.21.Information Maintained: Name, address, application forms (maintained by Financial Operations), financial information (maintained by Financial Operations), rejection correspondence.Uses: Determine eligibility under the program and audit.Users: Branch director, program staff.Individuals in Bank: Applicants.Retention and Disposal: Seven years, then destroyed.

Junior Farmer Loan Program

Location: Farm Assistance Programs Branch.Legal Authority: Junior Farmer Establishment Act, R.S.O. 1990, c.J.2.Information Maintained: Name, address, application forms, billing notices, financial data, general correspondence, telephone number.Uses: Evaluate requests for partial discharge or assumption; reference original application; file billing notices and audit.Users: Branch director, program manager, administrative staff and Legal Branch.Individuals in Bank: Applicants.Retention and Disposal: Four years, then destroyed.

Livestock, Poultry and Honey Bee Protection Act

Location: Farm Assistance Programs Branch.Legal Authority: Livestock, Poultry and Honey Bee Protection Act, R.S.O. 1990, c.L.24.Information Maintained: Name, address, appeals, correspondence, financial information.Uses: Determine eligibility under the program and audit.Users: Branch director, program manager, branch administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Seven years, then destroyed.

Northern Ontario Livestock Purchasing Assistance Program

Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 1585/71, 1180/73, 360/75, 1161/76, 1587/79, 1263/81, 1934/82, 1081/83 and 2030/83.Information Maintained: Name, address, application form, financial information, rejection correspondence.Uses: Determine eligibility under the program and audit.Users: Branch director, program manager, administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then destroyed.

Northern Ontario Livestock Transportation Assistance Policy

Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 2066/64, 1526/71, 2530/74, 1059/75, 1506/76, 1588/79, 1262/81, 1933/82 and 1082/83.Information Maintained: Name, address, application form, financial information, rejection correspondence.Uses: Determine the eligibility under the program.Users: Branch director, program manager, administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then destroyed.

Ontario Beef Calf Loan Program

Location: Farm Assistance Programs Branch.Legal Authority: Order-in-Council 80/81.Information Maintained: Name, address, application form and financial data.Uses: Evaluate eligibility for the program and audit.Users: Branch director, program manager, administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Seven years, then destroyed.

Ontario Crop Disaster Program

Location: Farm Assistance Programs Branch.Legal Authority: Order-in-Council 2838/89.Information Maintained: Name, address, application form, correspondence, grant paid, reports.Uses: Determine eligibility for the program and audit.Users: Branch director, program manager, branch administrative staff, Crop Insurance staff.Individuals in Bank: Applicants.Retention and Disposal: Seven years, then destroyed.

Ontario Family Farm Interest Rate Reduction Program (OFFIRR)

Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 1915/85, 70/86, 2142/86, 2580/86, 3023/86 and 2036/87.Information Maintained: Name, address, correspondence, financial statements, income tax returns, telephone number.Uses: Program ended. Evaluate administration, appeals and audit.Users: Branch director, program management, Appeal Board members, branch administrative staff.Individuals in Bank:



Appellants/Farmers.Retention and Disposal: Ten years, then transferred to archives.

Ontario Family Farm Interest Rate Reduction Program and Farm Interest Assistance Program (OFFIRR/FIAP) Appeal Files  
Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 1915/85, 70/86, 2142/86, 2580/86, 3023/87.Information Maintained: Name, address, correspondence, financial statements, income tax returns, telephone number.Uses: Programs ended. Evaluate appeals under the Ontario Family Farm Interest Rate Reduction and Farm Interest Assistance programs guidelines, and audit.Users: Appeal Board members, Appeal Board coordinator and program staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then transferred to archives.

Ontario Farm Adjustment Assistance Program (OFAAP)/Farm Operating Credit Assistance Program (FOCAP)/Operating Loan Guarantee Program (OLGP)  
Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 215/82 (originating), 585/82, 865/82, 218/83, 219/83, 3091/83, 3092/83, 3449/83, 3450/83, 1814/84, 511/85, 96/86 and 2827/87.Information Maintained: Name, address, age, applications, assets and liabilities, enrolment number, farm type, financial information, lender/case committee reports, size of farm, telephone number.Uses: Programs ended. Evaluate program administration and audit.Users: Branch director, program manager, branch administrative staff.Individuals in Bank: Farmers applying for grants and/or loan guarantees; farmers withdrawing applications.Retention and Disposal: Seven years, then destroyed.

Ontario Farm-Start  
Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 2034/87 and 2870/87.Information Maintained: Name, address, telephone number, enrolment number, education, work experience, personal and farm business balance sheet, correspondence. Field offices may hold farm business analysis, other statements of recommendations for business/production management.Uses: Evaluate eligibility for program and audit.Users: Program managers, coordinators, review committee, branch director and administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Seven years, then destroyed.

Ontario Young Farmer Credit Program (OYFCP)  
Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 1559/75 and 1950/75.Information Maintained: Name, address, application form, committee reports, correspondence, financial information.Uses: Determine eligibility for the program; monitor progress of the farm operation and audit.Users: Branch director, program manager, branch administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Five years, then transferred to archives.

Poultry Shows Assistance Program  
Location: Farm Assistance Programs Branch.Legal Authority: Order in Council 201/294.Information Maintained: Name, address, application form, financial information, rejection correspondence.Uses: Determine eligibility under the program and audit.Users: Branch director, program manager, branch administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then destroyed.

Purebred Beef Cattle Sales Assistance Program  
Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 2517/66, 3710/67 and 2898/74.Information Maintained: Name, address, application form, financial information, rejection correspondence.Uses: Determine eligibility under the program and audit.Users: Branch director, program manager, branch administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then destroyed.

Purebred Dairy Cattle Sales Assistance Program  
Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 2516/66, 2895/74 and 18/75.Information Maintained: Name, address, application form, financial information, rejection correspondence.Uses: Determine eligibility for the program and audit.Users: Branch director, program manager, branch administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then destroyed.

Purebred Sheep Sales Assistance Program  
Location: Farm Assistance Programs Branch.Legal Authority: Order-in-Council 1100/64.Information Maintained: Name, address, application form, financial information, rejection correspondence.Uses: Determine eligibility for the program and audit.Users: Branch director, program manager, branch administration.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then destroyed.

Rabies Indemnification Program  
Location: Farm Assistance Programs Branch.Legal Authority: Provincial Orders-in-Council 3456/66, 1236/74 and 621/81; federal Orders-in-Council 1966-1302 (Rabies Indemnification Registration), 1974-337 and 1981-370.Information Maintained: Name, address, application form, financial information, rejection correspondence.Uses: Determine eligibility under the program and audit.Users: Branch director, Agriculture Canada, program manager, administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then destroyed.

Raven Damage to Livestock  
Location: Farm Assistance Programs Branch.Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16.Information Maintained: Name, address, application form, correspondence, financial information, rejection.Uses: Determine eligibility under the program and audit.Users: Branch director, program manager, administrative

staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then destroyed.

#### Seasonal Housing Assistance Program

Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 3568/75, 1264/81, 873/84, 967/87.Information Maintained: Name, address, applications, blue prints, financial data, invoices, receipts.Uses: Evaluate eligibility for assistance and audit.Users: Branch director, program manager, branch administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then destroyed.

#### Sheep and Bull Indemnity Program

Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 2025/79 and 1309/80.Information Maintained: Name, address, payment information.Uses: Determine eligibility under the program and audit.Users: Branch director, program manager, branch administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Seven years, then destroyed.

#### Special Crop Assistance Program, 1991-1992

Location: Farm Assistance Programs Branch.Legal Authority: Order-in-Council 3184/91.Information Maintained: Acreage yield of crops for which crop insurance plan exists. Name, address, telephone number, type of farm, enrolment number.Uses: Analysis of acreage of non-insured crops and audit.Users: Farm Assistance Branch Program Development and Review Unit, branch director and program manager.Individuals in Bank: Producers of non-insurable crops.Retention and Disposal: Seven years, then destroyed.

#### Special Livestock Shows Assistance Program

Location: Farm Assistance Programs Branch.Legal Authority: Order-in-Council 1586/79.Information Maintained: Name, address, application form, financial information and correspondence.Uses: Determine eligibility under the program and audit.Users: Branch director, program manager, administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Seven years, then destroyed.

#### Swine Sales Assistance Policy

Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 3793/60, 1101/64, 2551/67 and 339/70.Information Maintained: Name, address, application form, financial information, rejection correspondence.Uses: Determine eligibility under the program and audit.Users: Branch director, programs manager, branch administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then destroyed.

#### Transportation of Livestock Exhibits Assistance Program

Location: Farm Assistance Programs Branch.Legal Authority: Orders-in-Council 3239/58, 2040/66, 345/75, 2464/75 and 3116/77.Information Maintained: Name, address, application forms, financial information, rejection correspondence.Uses: Determine the eligibility under the program and audit.Users:

Branch director, program manager, administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then destroyed.

## **Farm Business Management**

Farm Business Management is responsible for the development of farm business management, marketing and general extension programs. The centrally located managers work with producers, lenders, accountants, lawyers and other businesses that provide farm management or information technology to support and develop the management skills and business decision making of Ontario's farmers. The centrally located managers coordinate information delivery with field staff across the province.

The management team supports the field delivery of incentive and stabilization programs for farmers such as NISA and Ag Finance Initiatives. It also assists in policy development relating to farm business management issues. The general extension manager will provide leadership in extension methodology and technology.

### **Common Records**

Job Competitions and Applications  
Performance Management

### **General Classes or Types of Records**

Agricultural Employment  
Farm Business Management  
Farm Family Advisor Program  
Farm Financial Management  
Health and Safety in Agriculture  
Home and Family Management  
Provincial, Regional and Country Program Objectives  
Taxation Specific to Agriculture

### **Personal Information Banks**

#### Farm Family Advisor Program - Client Referrals

Location: Farm Business Management.Legal Authority: Orders-in-Council 2710/85 and 821/87.Information Maintained: Name, address, advisory agreement, final reports, financial information, referral form, releases, telephone number.Uses: Maintain information and forms for each referral to the program's board of directors and audit.Users: Branch director, program manager, program coordinator, program's Board of Directors, senior branch staff.Individuals in Bank: Farmers in financial difficulty requesting and referred to an advisor.Retention and Disposal: Six years, then destroyed.

#### Ontario Farm Management Analysis Project

Location: Farm Business Management.Legal Authority: Agricultural Representatives Act, R.S.O. 1990, c.A.12.Information Maintained: Name, address, acres farmed, business analysis report, performance factors, production levels, value of assets and liabilities.Uses: Summarize, analyze and compare farm business results for farm management and



business improvement, and audit.Users: Branch advisory staff and farm management record systems analyst.Individuals in Bank: Producers who submit records for analysis.Retention and Disposal: Ten years, then transferred to archives.

## **Field Services Delivery**

Field staff located in 52 offices work in a regional-technology matrix system. Budget and human resource management accountability are handled by 16 managers of Field Services in four provincial regions. The directors of Livestock Technology, Crop Technology, Farm Business Management, and Leadership and Organization Development coordinate the delivery of services between centrally located, discipline-focused managers and field staff across the province.

Agriculture and Food factsheets and publications, which supply basic information on a wide variety of topics, are available in field offices. Radio and television broadcasts offer information and educational programs in individual counties and districts. Field offices are listed below with telephone numbers for local calls, Zenith calls and Inwatts service.

### **Common Records**

Job Competitions and Applications  
Performance Management

### **General Classes or Types of Records**

AgriNorth  
Client Consultation and Program Delivery

### **Personal Information Banks**

#### Farmer Consultation Records

Location: Field Services Delivery.Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16.Information Maintained: Name, address, names of family members, acres owned, acres rented, crops and livestock produced, value of assets and liabilities, net worth, farming objectives and personal goals, net income history, suggested procedures for obtaining desired objectives, may include soil test reports, feed analysis reports, business analysis reports.Uses: Provide farm management and estate planning advisory services and audit.Users: Agricultural representative, advisory personnel in field offices.Individuals in Bank: Farmers requesting advice.Retention and Disposal: Two years after farmer retires, then destroyed.

## **Land Use Planning Branch**

The Land Use Planning Branch ensures that appropriate government policies are developed and implemented to protect Ontario's prime agricultural areas from competing or incompatible land uses. The branch reviews land use planning and development proposals for conformity with the province's agricultural land use planning policies. The branch administers the Non-Resident Agricultural Land Interests Registration Act,

which requires non-residents of Canada to register agricultural land interests of more than 25 acres. Land use specialists are located in the ministry's field offices in Ancaster, Elmvale, Fergus, Kemptville, Lindsay, Napanee, Newmarket, St. Thomas and Walkerton. Addresses are included in the list of county and district offices found in the Field Services Directory.

### **Common Records**

Job Competitions and Applications  
Performance Management

### **General Classes or Types of Records**

Environmental Assessment Documents and Comments  
Land Use Planning Documents and Comments  
Non-Resident Agricultural Land Interests Registration Act  
(Provincial and County/District/Region registration summaries)

### **Manuals**

Agricultural Code of Practice (minimum separation distance between livestock facilities and other land uses)  
Foodland Guidelines

### **Personal Information Banks**

#### Non-Resident Agricultural Land Interests Registration

Location: Land Use Planning Branch.Legal Authority: Non-Resident Agricultural Land Interests Registration Act, R.S.O. 1990, c.N.4.Information Maintained: Name, address, acreage, property location, shareholders.Uses: Maintain a register of non-resident agricultural land interests and audit.Users: Branch director, inspectors and administrative staff.Individuals in Bank: Non-resident owners of agricultural land in Ontario.Retention and Disposal: Ten years, then transferred to archives.

## **Leadership and Organization Development**

Leadership and Organization Development coordinates OMAF's role in the 4-H, Master Gardener and Community Food Advisor volunteer programs, and coordinates ministry efforts to strengthen agricultural and rural organizations by helping them to identify issues, set priorities and shape responses through a process of facilitation and consultation. The management team administers the Agricultural and Horticultural Organizations Act and arranges partnership agreements with provincial rural organizations. In addition, staff support the goals of rural community development and encourage individuals and organizations to promote an appreciation of the agri-food industry and rural Ontario.

### **Common Records**

Job Competitions and Applications  
Performance Management

### **General Classes or Types of Records**

4-H Clubs

Agricultural Leadership Program  
 Agricultural Organizations  
 Agriculture Societies  
 Community Food Advisor Program  
 Food Preparation and Nutrition  
 Horticulture Societies  
 Junior Farmers Program  
 Leadership and Organizational Development, Women's Groups,  
 Sociology  
 Master Gardener Program  
 Youth Activity Programs

## Manuals

4-H Volunteer's Handbook

## Personal Information Banks

### 4-H Members and Leaders

Location: Leadership and Organization Development. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. Information Maintained: Members' names, addresses, awards received - Leaders' names, dates of birth, parents' names, projects completed, projects led, sex, telephone numbers. Uses: Record 4-H members and leaders in each county/district; select awards/conference recipients; monitor 4-H enrolment; mailing list and audit. Users: Rural organization specialists, field office administrative staff. Individuals in Bank: Individuals enrolled as members or leaders. Retention and Disposal: Five years, then transferred to archives.

### Agricultural and Horticultural Organizations

Location: Leadership and Organization Development. Legal Authority: Agricultural and Horticultural Organizations Act, R.S.O. 1990, c.A.9; Corporation Information Act, R.S.O. 1990, c.C.39. Information Maintained: Names of current and former directors and officers, current office addresses, financial information, grant requests for active and inactive organizations, horticultural societies, agricultural societies. Uses: Maintain corporate status under legislation; determine eligibility for grant programs and audit. Users: Ministry administrative staff. Individuals in Bank: Directors and officers of societies and organizations. Retention and Disposal: Ten years, then destroyed.

## Livestock Technology

Livestock Technology has the responsibility for the development of technology and dealing with policy and issues relating to livestock management. The technology-focused managers coordinate the delivery of animal and poultry extension programs across Ontario. Working cooperatively with field services staff, the group promotes high-quality livestock production through the application of genetic, nutrition and animal health improvement technology programs. Working with farmers, input suppliers and processing businesses, the technology managers respond to issues and changing markets to support sustainable and profitable livestock farms in Ontario.

## Common Records

Job Competitions and Applications  
 Performance Management

## General Classes or Types of Records

Beef Ration Formulation  
 Bull Evaluation  
 Dairy Ration Formulation  
 Red Meat Program  
 Sheep Flock Improvement  
 Sheep Ration Formulation  
 Swine Improvement Program  
 Swine Sales Assistance Program  
 Veterinary Designated Area Assistance Policy

## Manuals

Breeders Handbook  
 Livestock Manual  
 Ontario Bull Evaluation Program - Factsheet

## Personal Information Banks

### Ontario Swine Herd Health Policy

Location: Livestock Technology. Legal Authority: Order-in-Council 2341/82. Information Maintained: Name, address, herd health data, telephone number. Uses: Determine herd health status and audit. Users: Ministry/Health consultants, pork producers. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then destroyed.

### Ram Test Program

Location: Livestock Technology. Legal Authority: Order-in-Council 1019/83. Information Maintained: Name, address, telephone number, ram identification and performance information, record of performance number. Uses: Report performance record to ram owners and audit. Users: Program staff, advisory staff in field offices and sheep producers. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then destroyed.

### Red Meat II, 1989 - March 1994

Location: Livestock Technology. Legal Authority: Orders-in-Council 2704/84, 2705/84 and 2706/84. Information Maintained: Name, address, enrolment number, livestock data, payment data, telephone number. Uses: Determine eligibility for and amount of grant and audit. Users: Branch director, program manager, branch administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then transferred to archives.

### Sheep Record of Performance Program

Location: Livestock Technology. Legal Authority: Order-in-Council 1019/83. Information Maintained: Name, address, telephone number, animal identification and performance information, record of performance number. Uses: Report performance record to sheep owners and audit. Users:



Program and advisory staff.Individuals in Bank:  
Applicants.Retention and Disposal: Ten years, then destroyed.

## **Resources and Regulations Branch**

The Resources and Regulations Branch provides supporting expertise to the ministry, other agencies, farm organizations and farmers in the areas of engineering, drainage, soil and water management, and matters related to environment, sludge and waste utilization, raw milk quality, grain financial protection, apiculture, animal care, weeds and plant health.

The branch staff administers and supports regulations provided for under legislation and assists in policy development of the respective legislation. The following is a list of the Acts administered by the branch: Abandoned Orchards, Agricultural Tile Drainage Installation, Animals for Research, Artificial Insemination of Livestock, Bees Act, Bull Owners Liability, Drainage, Farm Implements, Farm Practices Protection, Farm Products Grades and Sales Regulation 383 (Grain), Fur Farms, Grain Elevators Storage, Livestock Branding, Livestock Medicines, Milk Act Regulation 761 (Milk and Milk Products), Plant Diseases, Pounds Provincial Auctioneers, Riding Horse Establishment Seed Potatoes, Tile Drainage, Topsoil Preservation, Weed Control.

### **Common Records**

Job Competitions and Applications  
Performance Management

### **General Classes or Types of Records**

Animal Welfare  
Animals for Research  
Apiaries  
Artificial Insemination of Livestock  
Branding of Livestock  
Dairy Industry  
Drainage  
Environmental Assessment  
Environmental Protection  
Farm Implements  
Farm Practices Protection Act (administrative files related to hearings under the Act)  
Fur Farms (licensing statistics)  
Grain Dealers  
Grain Elevator Storage  
Livestock (medicines, licensing)  
Nurseries Licences  
Provincial Auctioneers  
Raw Milk Tests  
Riding Horse Establishments  
Soil Conservation Assistance Program  
Soil Management  
Soils Inventory

Tile Drainage Licensing - List of Licensed Tile Drainage Contractors.  
Weed Control

### **Manuals**

Drainage Guide for Ontario (Publication 29)  
Drainage Manual  
Farm Practices Protection Board Reference Manual  
Handbook of Drainage Principles (Publication 73)

### **Personal Information Banks**

#### Abandoned Orchards

Location: Resources and Regulations Branch.Legal Authority: Abandoned Orchards Act, R.S.O. 1990, c.A.1.Information Maintained: Complainants' and defendants' names, addresses and telephone numbers.Uses: Determine whether or not a property is an abandoned orchard in order to take proper action to clean it up and audit.Users: Provincial entomologist, program manager, director, supervisor, inspector.Individuals in Bank: Individuals submitting applications for action under the Act and those named as landowners of the problem orchard.Retention and Disposal: Ten years, then transferred to archives.

#### Agricultural Tile Drainage - Loan Applicants

Location: Resources and Regulations Branch.Legal Authority: Tile Drainage Act, R.S.O. 1990, c.T.8.Information Maintained: Name, address, contract number, details of loan agreement.Uses: Establish eligibility for loan and audit.Users: Branch staff.Individuals in Bank: Owners of agricultural land.Retention and Disposal: Ten years, then destroyed.

#### Agricultural Tile Drainage Installation Act - Licences

Location: Resources and Regulations Branch.Legal Authority: Agricultural Tile Drainage Installation Act, R.S.O. 1990, c.A.14.Information Maintained: Name, address, business name, machinery operated by tile contracting businesses.Uses: Establish eligibility for licences and audit.Users: Branch staff.Individuals in Bank: Tile drainage contractors, operators of tile drainage machines.Retention and Disposal: Ten years, then destroyed.

#### Animals for Research Act

Location: Resources and Regulations Branch.Legal Authority: Animals for Research Act, R.S.O. 1990, c.A.22; R.R.O. 1990, Regs. 22, 23, 24 and 25.Information Maintained: Name, address, operator's name, telephone number.Uses: Regulate pounds, animal supply facilities and animal research facilities, and audit.Users: Operator, ministry animal care/regulatory program staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then transferred to archives.

#### Artificial Insemination Act

Location: Resources and Regulations Branch.Legal Authority: Artificial Insemination of Livestock Act, R.S.O. 1990, c.A.29.Information Maintained: Name, address, operator, telephone number.Uses: Regulate artificial insemination business to ensure sale of quality semen and audit.Users:

Ministry regulatory program staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years then transferred to archives.

#### Bee Inspectors

Location: Resources and Regulations Branch.Legal Authority: Bees Act of Ontario, appointment by the Minister of Agriculture and Food.Information Maintained: Name, social insurance number, address, telephone number, correspondence, inspector number, payroll information.Uses: Inspect honey bees for diseases and pests.Users: Provincial apiarist, director, secretaries. Restricted access to beekeepers, Personnel and Accounts Branch. Public access to names, telephone numbers, addresses and territories of bee inspectors.Individuals in Bank: Individuals employed as bee inspectors by the ministry.Retention and Disposal: Seven years, then destroyed.

#### Beekeepers

Location: Resources and Regulations Branch.Legal Authority: Bees Act, R.S.O. 1990, c.B.6; R.R.O. 1990, Reg. 57.Information Maintained: Name, address, telephone number, number of hives, number of hive locations, name/address and telephone number of land owners of each hive location, records of inspection related to hive locations.Uses: Provide bee inspectors with names of beekeepers and bee yard locations, and audit.Users: Provincial Apiarist, provincial bee inspectors.Individuals in Bank: Known beekeepers in the province.Retention and Disposal: Ten years, then transferred to archives.

#### Claims Against the Grain Corn and/or Soybean Funds

Location: Resources and Regulations Branch.Legal Authority: O.Reg. 651/84 and O.Reg. 652/84 under the Farm Products Payments Act, R.S.O. 1990, c.F.10.Information Maintained: Claimant's name, address, dates and results of board meetings, details of claim (name, address, telephone number, contract number), file reference, listing of correspondence, stage of claim, status, telephone number.Uses: Maintain the details of claims made against the fund; produce statistical reports and calculations and audit.Users: Financial Protection Unit staff.Individuals in Bank: Grain, corn and/or soybean producers applying for compensation.Retention and Disposal: Six years, then destroyed.

#### Farm Implements Act - Complaints

Location: Resources and Regulations Branch.Legal Authority: Farm Implements Act, R.S.O. 1990, c.F.4.Information Maintained: Name, address of parties to the complaint, conclusion of investigation, make, model, progress reports of investigation by investigator, type and purchase date of farm implement involved, written description of complaint by the farmer or dealers.Uses: Resolve disputes concerning farm implements and audit.Users: Farm Implements Board and staff.Individuals in Bank: Farmers, farm implement dealers and distributors.Retention and Disposal: Ten years, then transferred to archives.

#### Farm Practices Protection

Location: Resources and Regulations Branch.Legal Authority: Farm Practices Protection Act, R.S.O. 1990, c.F.6.Information Maintained: Name, address of complainant, nature of complaint and related farm operation information.Uses: Arrange hearing before the Farm Practices Protection Board, and audit.Users: Farm Practices Protection Board administrative staff.Individuals in Bank: Applicants for hearings and related farm operators.Retention and Disposal: Fifteen years then moved to archives.

#### Fresh Milk Sample Analysis

Location: Resources and Regulations Branch.Legal Authority: Milk Act, R.S.O. 1990, c.M.12.Information Maintained: Producer name, address, driver, licence number, milk analysis, transporter.Uses: Supply composition test (fat) for payment to producer; supply quality tests, and audit.Users: Program staff, producers, Ontario Milk Marketing Board staff.Individuals in Bank: Milk producers.Retention and Disposal: Six years then destroyed.

#### Fur Farm Licences

Location: Resources and Regulations Branch.Legal Authority: Fur Farms Act, R.S.O. 1990, c.F.37.Information Maintained: Name, address, farm location, number and species of animal kept, ownership information.Uses: Identify and locate licensees and audit.Users: Branch administrative staff, program specialist, inspectors.Individuals in Bank: Fur farmers.Retention and Disposal: Ten years, then transferred to archives.

#### Grain Dealers and Elevator Operators - Licensees

Location: Resources and Regulations Branch.Legal Authority: Grain Elevator Storage Act, R.S.O. 1990, c.G.10; Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8.Information Maintained: Names, addresses, business operations, financial statements, infraction reports, inspection reports, insurance documents, licensing records, physical facilities, storage inventories, telephone numbers.Uses: Determine eligibility for grain dealer's licence and grain elevator storage operator's licence, and audit.Users: Branch director, program manager, inspectors, administrative staff. Licence status is public information.Individuals in Bank: Grain dealers, grain elevator operators.Retention and Disposal: Ten years, then transferred to archives.

#### Grain Dealers' Financial Information

Location: Resources and Regulations Branch.Legal Authority: Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8; O. Reg. 653/84, s.4(1) and 5.Information Maintained: Name, address, amount, banking and business details, dates of correspondence, expiry date, file reference, financial information for the last three periods, financial security type, status, telephone number, volume of purchases.Uses: Produce statistical reports; analyze the financial position of an applicant for the grain dealer's licence and audit.Users: Resources and Regulations staff.Individuals in Bank: Individuals engaged in the business of buying grain corn, canola and soybeans from



Ontario producers.Retention and Disposal: Ten years, then transferred to archives.

#### Land Stewardship II

Location: Resources and Regulations Branch.Legal Authority: Order-in-Council 3032/90.Information Maintained: Name, address, grant request date, location (lot) enrolment number, payment data, project data, telephone number.Uses: Determine eligibility for and amount of grant, and audit.Users: Program staff.Individuals in Bank: Grant applicants.Retention and Disposal: Ten years, then transferred to archives.

#### Land Stewardship Program, 1987-1990

Location: Resources and Regulations Branch.Legal Authority: Order-in-Council 2035/87.Information Maintained: Name, address, enrolment number, grant request date, location, payment data, project data, telephone number.Uses: Program ended.Users: Program and Branch administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then transferred to archives.

#### Live Stock Branding Act

Location: Resources and Regulations Branch.Legal Authority: Live Stock Branding Act, R.S.O. 1990, c.L.21.Information Maintained: Name, address, brand symbol, cattle and/or horses, location, position on body, telephone number.Uses: Regulate brands used to identify livestock and audit.Users: Regulatory Program staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years then transferred to archives.

#### Live Stock Medicines Act

Location: Resources and Regulations Branch.Legal Authority: Live Stock Medicines Act, R.S.O. 1990, c.L.23.Information Maintained: Name, address, operator, telephone number.Uses: Regulate sale of some livestock medicines and audit.Users: Ministry program staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then transferred to archives.

#### Nursery Stock Operators/Dealers - Licence Applications

Location: Resources and Regulations Branch.Legal Authority: Plant Diseases Act, R.S.O. 1990, c.P.14.Information Maintained: Name of nursery, applicant's name and address, business address, head office of nursery, locations of premises where plants are grown or offered for sale, ownership of nursery including names of all partners.Uses: Evaluate credentials for a licence; location of nurseries for disease control and audit.Users: Director, branch administrative staff, program manager, branch inspectors, provincial entomologist.Individuals in Bank: Licence applicants.Retention and Disposal: Two years, then destroyed.

#### Ontario Soil Conservation and Environmental Protection Assistance Program (OSCEPAP), 1983-1990

Location: Resources and Regulations Branch.Legal Authority: Orders-in-Council 680/83 and 167/86.Information Maintained: Name, address, enrolment number, grant request date, payment data, project data, telephone number.Uses: Program ended in

1990. Audit.Users: Program staff, branch administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then destroyed.

#### Plant Disease Cases

Location: Resources and Regulations Branch.Legal Authority: Plant Disease Act, R.S.O. 1990, c.P.14.Information Maintained: Name of claimant, applications for inspection for diseases and insects, correspondence, inspection reports, name of defendant, recommendations for cure of disease.Uses: Enforce the regulations under the Plant Diseases Act and audit.Users: Provincial entomologist, director, program manager, supervisor, inspector.Individuals in Bank: Persons submitting petitions for the establishment of a plant-disease control area and those named as the landowners of the problem orchard or vegetable acreage.Retention and Disposal: Ten years, then transferred to archives.

#### Processing Vegetable Dealers' Financial Information 1984-1992

Location: Resources and Regulations Branch.Legal Authority: Farm Products Marketing Act, R.S.O. 1990, c.F.9; O.Reg. 388/80.Information Maintained: Name, address, amount, business details, dates of correspondence, expiry date (if provided), file, financial information, financial security type, licence status, reference, telephone number, volume of purchases.Uses: Produce statistical reports; analyze the financial position of an applicant for a licence to purchase vegetables for processing and audit.Users: Branch program staff.Individuals in Bank: Licence applicants.Retention and Disposal: Ten years, then transferred to archives.

#### Producer Challenges to Raw Milk Test Results

Location: Resources and Regulations Branch.Legal Authority: Milk Act, R.S.O. 1990, c.M.12.Information Maintained: Name, address, correspondence, decision of appeal, penalty levied, producer number, record of appeal.Uses: Record the outcome of producer challenges to raw milk test results and audit.Users: Director, program manager, assistant program manager.Individuals in Bank: Producers challenging raw milk test results.Retention and Disposal: Twenty-five years, then archived.

#### Riding Horse Establishments Act

Location: Resources and Regulations Branch.Legal Authority: Riding Horse Establishments Act, R.S.O. 1990, c.R.32.Information Maintained: Name, address, operator, telephone number.Uses: Regulate riding horse establishments and audit.Users: Ministry animal care/regulatory staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then transferred to archives.

### **Rural Development Secretariat**

The secretariat manages and acts as an inter-ministerial liaison for the ministry's rural community development initiatives, including participation in the government-wide jobsOntario Community Action program. Area Contact Team (ACT)

leaders in field offices provide province-wide service to rural communities.

By working with other branches in the ministry and other government agencies, the Rural Business Development Unit (formerly Innovation Agriculture) encourages continued diversification, innovation and entrepreneurship in Ontario's agriculture and food industry and rural communities.

#### **Common Records**

Job Competitions and Applications  
Performance Management

#### **General Classes or Types of Records**

Agricultural Information Management System (AIMS)  
Rural Business Development  
Rural Development  
jobsOntario Community Action Program

#### **Manuals**

Planning Farming Alternatives Workshop  
jobsOntario Community Action

### **Corporate Services Division**

The division provides a number of administrative support services for, and on behalf of, other ministry branches. The major service functions are to provide advice, assistance and financial/technical/human resource expertise to ministry staff; in conjunction with operating ministry branches, to develop functional administrative and human resources policies and procedures, to assist with their implementation and to monitor compliance; to provide financial planning and audit services to ministry branches; to administer information technology; to provide accommodation and central administrative services such as mail, purchasing, fleet, library, accounting services and payroll; and to liaise with central government agencies.

#### **Common Records**

Job Competitions and Applications  
Professional Development

#### **General Classes or Types of Records**

Employment Systems Review  
Greening Committee  
Joint Productivity Savings Committee

### **Audit Services Branch**

The Audit Services Branch provides management with assurance and consultative advice to support the responsible use of ministry resources. This is achieved by conducting financial, compliance, management and information systems audits on ministry programs, branches and its agencies, boards and commissions.

The branch provides consultation and advice to managers on the appropriateness and auditability of controls on information systems and programs under development.

Special reviews and investigations are also conducted.

#### **Common Records**

Job Competitions and Applications  
Performance Management

#### **General Classes or Types of Records**

Audit Records

#### **Manuals**

Audit Services Branch Manual

### **Financial Operations**

The Financial Operations unit comprises four sections: Financial Processing (including Accounts Payable, General Accounting, and the Guelph Financial Unit), Financial Systems, Financial Reconciliation and Purchasing Services.

The responsibilities of the unit include coordinating and providing timely and accurate payments to all ministry vendors, transfer payment recipients and employees, maintaining proper controls, receipts and reconciliations with Management Board Secretariat and the Ministry of Finance, and delivering purchasing services to ministry programs and providing direction, training and consultation to client branches.

#### **Common Records**

Employee Personnel, Payroll and Benefits Records  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts

#### **General Classes or Types of Records**

Financial Processing and Reconciliation  
Purchasing Records

#### **Manuals**

Policy and Procedures Manual

### **Financial Planning Secretariat**

The Financial Planning Secretariat offers financial and management support at the corporate level, i.e., estimates preparation, preparation and management of budget requests, as well as the coordination of the results management process and financial management and accountability processes. The secretariat also functions as a liaison with Management and Treasury Boards of Cabinet and other ministries on financial and administrative matters.



The Financial Information and Control section of the secretariat is responsible for the preparation of monthly and ad hoc financial reports, analysis of expenditures, monitoring of budgets, preparation of in-year budget adjustments and control of ministry appropriations.

**Common Records**

Job Competitions and Applications  
Performance Management

**General Classes or Types of Records**

Financial Submissions and Estimates

**Freedom of Information and Privacy**

The Freedom of Information and Privacy unit is responsible for the administration of the Freedom of Information and Protection of Privacy Act for the ministry and its agencies. The unit coordinates all access requests for general or personal information and provides advice on privacy-related matters.

**Common Records**

Freedom of Information and Protection of Privacy Act Requests

**French Language Services**

The French Language Services coordinator provides guidance and assistance to all levels of management relating to the planning, effective delivery and monitoring of programs, activities and services in French, within the ministry's guidelines.

The coordinator acts as the Deputy Minister's advisor on the provision of French language services, keeping informed of the needs and concerns of the Franco-Ontarian community, communicating the information to the Deputy Minister and the ministry and making constructive recommendations.

**General Classes or Types of Records**

French Language Services

**Human Resources Branch**

The Human Resources Branch is responsible for the establishment of ministry human resources policies and procedures, management information, appropriate classification and compensation levels for all employees; staff recruitment; benefits counselling; staff training and development; occupational health and safety; human resources planning; staff relations; personnel; payroll and employee benefit records; and all matters affecting working conditions and performance, including coordination of the redeployment program and support of surplus employees. The branch works mainly in an advisory capacity with senior management and all line managers whose primary task is human resources matters within the units. It also serves as a liaison with the Management Board

Secretariat and Ontario Public Service Employees Union (OPSEU).

**Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
General Employment History and Payroll Information  
Grievances and Applications  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Performance Management  
Professional Development  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

**Manuals**

OMAF Human Resources Policies and Procedures

**Personal Information Banks**Internship Program for New Employees

Location: Human Resources Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.45; R.R.O. 1980. Information Maintained: Name, address, date of birth, education, background of program, original training plan, work history. Uses: Resumes used in the staffing process and audit. Users: Human resource advisors, directors and managers of specific branches. Individuals in Bank: Candidates applying for internship programs. Retention and Disposal: One year, then destroyed.

Staff Training and Development

Location: Human Resources Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.45. Information Maintained: Employee name, agreements on conditions of accepting repayable awards, authorization for staff development forms, course/degree/diploma certificates, degrees and transcripts, instructor's contracts, nomination forms for educational programs, requests for staff development forms, request/approvals for educational leaves of absence. Uses: Record employees' training and development, and audit. Users: Human Resources director, manager and advisors, staff development specialist, payroll supervisor and payroll/accounts staff. Individuals in Bank: Ministry employees. Retention and Disposal: Two years, then destroyed.

**Investigation Unit**

The Investigation Unit provides a comprehensive investigation service to the ministry and its clients to ensure effective investigation and enforcement activity province-wide.

## Common Records

Job Competitions and Applications  
Performance Management

## General Classes or Types of Records

Investigation Files

## Personal Information Banks

### Investigation Unit - Agricultural Investigation Files

Location: Investigation Unit. Legal Authority: Abandoned Orchards Act, R.S.O. 1990, c.A.1; Beef Cattle Marketing Act, R.S.O. 1990, c.B.5; Dead Animal Disposal Act, R.S.O. 1990, c.D.3; Edible Oil Products Act, R.S.O., 1990 c.E.1; Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8; Live Stock and Live Stock Products Act, R.S.O. 1990, c.L.20; Live Stock Community Sales Act, R.S.O. 1990, c.L.22; Meat Inspection Act, R.S.O. 1990, c.M.5; Milk Act, R.S.O. 1990, c.M.12; Oleomargarine Act, R.S.O. 1990, c.O.5; Criminal Code of Canada. Information Maintained: Name, address, age information on suspected offenders, breaches of government financial assistance programs, charges, convictions, licence regulations. Uses: Maintain information for current and future investigations, and audit. Users: Chief investigator and staff. Individuals in Bank: Persons or companies suspected of violating the Acts and programs administered by the ministry. Retention and Disposal: Ten years, then destroyed.

## Management Systems Branch

The Management Systems Branch provides a wide range of information technology services to all programs in the Ministry of Agriculture and Food. This involves the development and maintenance of new systems and computer applications.

In addition, Management Systems Branch provides analysis, design and implementation services for word processing and office automation, and coordinates on the acquisition, enhancement and implementation of telecommunications systems.

## Common Records

Job Competitions and Applications  
Performance Management

## Personal Information Banks

### Applicants to Ministry Programs - Central Registry

Location: Management Systems Branch. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. Information Maintained: Name, address, enrolment numbers, record of applications to programs, telephone number. Uses: Produce a database for new programs; cross-reference applicants between programs and audit. Users: Staff responsible for administering various

programs. Individuals in Bank: Applicants to ministry programs. Retention and Disposal: One year, then destroyed.

## Relocation and Administrative Services Branch

The Relocation and Administrative Services Branch provides administrative, relocation and library services to the ministry.

Administrative Services include records retention scheduling; file classification systems; forms management and central registry facilities; mail distribution services; centralized stationery and supply services; a publications warehouse for over 900 publications, posters, corporate brochures and Foodland Ontario promotional materials; high-volume copying to head office, Guelph offices and outlying offices, including custom print work; office accommodation, space management, special equipment installations, and office equipment moves; fleet of vehicles; Bell Canada credit cards; Ontario Communications Network booklets; and employees' IDs.

Library Services provides manual and automated information services. The library provides access to ministry publications, statutes and regulations. It also includes the designated Freedom of Information reading room.

Relocation Services oversees relocation of the ministry's Toronto head office functions and employees to Guelph, the consolidation of existing facilities in Guelph and the construction of an office complex. The branch is also responsible for the distribution of project-related information to ministry staff, the general public and ministry clients.

## Common Records

Identity/Employee Card  
Job Competitions and Applications  
Library Users Lists  
Parking Records  
Performance Management

## General Classes or Types of Records

Assets, Fleet and Accommodations  
Facilities and Administrative Services  
Records Management and Mail  
Relocation Services

## Manuals

Guelph Development Project

## Crop Insurance and Stabilization Division

The division administers plans of crop insurance under the Crop Insurance Act (Ontario) and plans of farm income stabilization, including the Farm Income Stabilization Act and the Market Revenue Insurance.



## Personal Information Banks

### Crop Insurance and Market Revenue Insurance Contracts - Coverage and Disputes

Location: Crop Insurance and Stabilization Division. Legal Authority: Crop Insurance Act, R.S.O. 1990, c.C.46. Information Maintained: Name, acres grown, address, agents' and adjusters' evaluations and comments, arbitration board decisions, contract number, correspondence to and from insureds, coverage earned, crop loss information, telephone number, yields harvested. Uses: Decide on current coverage; pay claims and audit. Users: Branch staff, area managers. Select information to agents, adjusters, commission members, arbitration board members. Individuals in Bank: Applicants for crop insurance. Retention and Disposal: Seven years, then destroyed.

### Farm Income Stabilization Program

Location: Crop Insurance and Stabilization Division. Legal Authority: Farm Income Stabilization Act, R.S.O. 1990, c.F.5. Information Maintained: Name, social insurance number, address, telephone number, commission decisions, correspondence, details of commodities applied for, field audit reports, sales reports for commodities, stabilization number. Uses: Decide eligibility for stabilization programs and audit. Users: Branch staff, adjusters. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then destroyed.

### Tripartite National Stabilization Program (TRIP)

Location: Crop Insurance and Stabilization Division. Legal Authority: Federal/Provincial agreement; Farm Income Stabilization Act, R.S.O. 1990, c.F.5. Information Maintained: Name, address, enrolment number, financial information, payments, purchase/sale data by commodity. Uses: Decide eligibility for programs and audit. Users: Branch personnel, adjusters. Individuals in Bank: Applicants. Retention and Disposal: Six years, then destroyed.

## Market Revenue Insurance

Market Revenue Insurance plans are available to grain and oilseed producers to assist them during periods of low prices. These plans were introduced for the 1991 crop year. For 1993, plans are available for producers of Schedule A commodities which include corn, soybeans, winter and spring wheat, spring grain, canola, white beans and all coloured beans. Plans are also available for Schedule B commodities which include faba beans, field peas, flax, sunflowers and triticale. The Schedule A plans are commodity-specific, while Schedule B uses a proxy price and or yield to determine commodity premiums and payouts. An estimated 80% to 85% of eligible acreage in Ontario is covered by the plans.

The plans are designed to provide each insured with a guaranteed revenue per acre. For each commodity covered, the level of price support in a given year is equal to 80% of the 15-year moving average market price in a base period, indexed

for changes in costs. Programs are cost-shared by producers, the province and the federal government. Premiums are set so that over time total premiums collected will equal total pay-outs to the industry.

Market Revenue Insurance plans are administered by the Crop Insurance and Stabilization Division. General policy for all covered grains and oilseeds is set by the National GRIP Committee, which is comprised of producers and provincial and federal officials.

### Manuals

Crop Plan Brochure

## National Tripartite Price Stabilization Programs

National Tripartite Price Stabilization Programs (NTSP) are available to red meat producers (beef, hogs and lambs); and producers of apples, coloured beans, honey and onions, to provide assistance during periods of low prices.

All plans are commodity-specific and based on a price support and deficiency payment (support price minus market price). The deficiency payment in a given period is made on the insured's marketed output during that period.

Price supports are based on either a guaranteed margin (industry unit cash costs in the current period plus a historic margin) or a moving average price indexed for changes in costs. Programs are funded using premiums. Insurance premiums are cost-shared equally by producers, provinces and the federal government. Premiums are set so that the plans are actuarially sound.

NTSP is administered by the Crop Insurance and Stabilization Division. General policy is set by a NTSP Committee, which is comprised of producers and provincial and federal officials. Generally, each commodity has a separate committee.

### General Classes or Types of Records

Interprovincial Financial Assistance Programs  
National Tripartite Program for Hogs, Cow-Calf, Feeder Calves, Slaughter Cattle, Lambs, Apples, Edible Beans, Honey and Onions Stabilization Plans

### Manuals

National Tripartite Stabilization Program Manual  
Stabilization Handbook

## Education, Research and Laboratories Division Office

This is the head office for the division. It provides administrative support to the Assistant Deputy Minister, and

coordinates policy in the areas of agriculture and food research, education and laboratory services. It provides administrative support to Agricultural Research Institute of Ontario, including publication of the Agri-food Research in Ontario magazine and the ARIO annual report. The office administers the contract with the University of Guelph for provision of agri-food research, education and service programs, and the operation of six research field stations. It also provides administration support to the Ontario Agricultural Services Coordinating Committee. The office coordinates and provides administrative support for diploma and continuing education programs in agricultural- and food-related topics. The office maintains a registry of all ministry-funded research projects, and it conducts competitions for special research programs and coordinates program activity.

### Common Records

Job Competitions and Applications  
Performance Management

## Agricultural and Food Laboratory Services Branch

The Agricultural and Food Laboratory Services Branch administers the following laboratory functions.

The Central Milk Testing Laboratory (519-767-6267, Fax 519-767-6279) analyzes all raw milk samples and reports results to the Ontario Milk Marketing Board, which determines payment to producers.

The Food Quality and Safety Laboratory (519-767-6222) provides food microbiology, food chemistry and organoleptic analysis on a wide variety of food samples submitted through the ministry inspection branches.

The Pesticide and Trace Contaminants Laboratory (519-767-6206) provides chemical analytical service for the detection and measurement of residues of pesticides (i.e., insecticides, herbicides, fungicides, acaricides, nematocides), industrial pollutants and heavy metals in foods, plants, animals, fish, wildlife, soils, water and human tissues.

The Pest Diagnostic Clinic (519-767-6258) provides a service for the identification of insects, plant diseases and weeds upon receipt of carefully packed samples.

The Nutrient Analysis Laboratory (Ridgetown College of Agriculture Technology, Ridgetown N0P 2W1, 519-674-5456, Fax 519-674-3504) is a reference laboratory and operates the accreditation program for private laboratories, analyzing farm and home soils, greenhouse media and animal feeds for nutrients.

The Safety Response Unit (519-767-6245, 519-763-6779 (763-OSRT) Emergencies, Fax 519-767-6300) coordinates the

ministry's emergency response for food quality and safety issues on a 24-hour basis. The office also deals with other agriculturally related issues after regular office hours.

### Common Records

Job Competitions and Applications  
Performance Management

### General Classes or Types of Records

Laboratory Services  
Weed Management Studies

### Personal Information Banks

#### Fresh Milk Sample Analysis

Location: Agricultural and Food Laboratory Services Branch. Legal Authority: Milk Act, R.S.O. 1990, c.M.12. Information Maintained: Producer name, address, driver, licence number, milk analysis, transporter. Uses: Supply composition test (fat) for payment to producer; supply quality tests and audit. Users: Ontario Milk Marketing Board staff. Individuals in Bank: Milk producers. Retention and Disposal: Six years then destroyed.

#### Pest Injury Data

Location: Agricultural and Food Laboratory Services Branch. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. Information Maintained: Name, address, description of problem, laboratory findings, recommendations. Uses: Identify insects, weeds, plant diseases; recommend control measures and audit. Users: Clinic administrative staff, program specialists. Individuals in Bank: General public submitting relevant specimens for analysis. Retention and Disposal: Seven years, then destroyed.

#### Pesticide and Trace Contaminants

Location: Agricultural and Food Laboratory Services Branch. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. Information Maintained: Name, address, age, farming practices, medical history, occupation, sex, telephone number. Uses: Monitor, survey and research the effects of pesticide residue in agriculture and the environment, and audit. Users: Laboratory administrative staff, program specialists, plant and animal extension staff. Individuals in Bank: General public, farming community. Retention and Disposal: Seven years, then destroyed.

## Colleges of Agricultural Technology

The colleges and the University of Guelph offer training and education diplomas in livestock technology, dairy technology, field crops production, fruit and vegetable production, agricultural business management, equine technology, agricultural machinery technology, agribusiness management, ornamental horticulture, quality control laboratory, food service management and veterinary technology. Centralia College will be closing in May 1994 and its veterinary technology diploma



program will be transferred to Ridgetown College. New Liskeard College will also close May 1994 and its equine technology diploma program will be transferred to Kemptville College. Home study (correspondence) courses, leading to a diploma in agriculture or horticulture are also offered by the University of Guelph, and French language distance courses are offered through Alfred College. Training courses for dairy manufacturers, farm equipment mechanics, and dairy and swine herdworkers are also provided by the colleges. They conduct agricultural research for the ministry, including studies on livestock, poultry, field crops, horticultural crops, maple syrup, soils, food and nutrition, economics and marketing. For policy matters, please contact this ministry's Education, Research and Laboratories Division, Guelph N1H 8J7, 519-767-3601. Refer to individual college listings for addresses and phone numbers.

### **Common Records**

Co-op, Work Term, Final Job Placements  
Employment Application Inventory  
FUTURES Program Applicants and Participants  
Graduate and Alumni Records  
Health and Medical Records  
Job Competitions and Applications  
Library Users Lists  
Ontario Student Assistance Program  
Performance Management  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Tests, Examinations and Assessments  
Workplace Discrimination and Harassment Prevention Program

### **General Classes or Types of Records**

Agricultural Research  
Ontario Crop Introduction and Expansion Program Reports

### **Manuals**

Grower Pesticide Safety Course Manual - Ridgetown  
Operating Your Field Sprayer Manual - Ridgetown  
Pesticide Vendor Certification Course Supplement - Ridgetown  
Turf, Tree and Landscape Pesticide Safety Manual - Ridgetown

### **Personal Information Banks**

#### Colleges of Agricultural Technology - Admissions

Location: Colleges of Agricultural Technology. Legal Authority: Ministry of Agriculture and Food Act, R.S.O., 1990, c.M.16. Information Maintained: Name, Ontario Student Assistance Program participants, social insurance number, age, date of birth, sex, address, telephone number, academic transcripts (past education history), disciplinary problems, education, marks, names of parents, work history. Uses: Record academic standing; plan future academic programs;

accommodation; financial assistance. Users: College administrative staff. Teachers have access to their own students records. Individuals in Bank: Students. Retention and Disposal: Fifty years after student separates from college, then transferred to archives.

## **Alfred College of Agriculture and Food Technology**

Alfred College offers French language diploma programs in Food Technology and Agricultural Technology. Emphasis in the latter program is in Dairy Management, Horticulture and Agriculture and International Development. French language correspondence courses in Agriculture and Horticulture are also offered through the college's "Information" program, and continuing education courses are made available to the farm population to help upgrade their skills. Other "made-to-order" activities from Agriculture Awareness Summer Camps to programs for agri-food professionals are developed to meet client needs. Research activities are mainly in Agricultural Engineering, related to water quality and the environment, and crop variety and production demonstrations in field crops and horticulture are implemented each year. The college dairy herd provides practical experience opportunities for students and demonstrations of production technology to local producers.

The Alfred College library is unique as it is one of the major sources of French language agri-food information in Ontario. The college has about 25,000 resource documents (both French and English) and some 3,000 videos (mostly in French) on the same subject matter. In addition to students and staff, local residents also have access to the facilities.

## **Centralia College of Agricultural Technology**

Centralia College is scheduled to close in spring 1994. In agronomy, researchers test new practices in production, such as different row widths and planting dates, and use crop rotations and plow-down legumes for white and coloured beans, soybeans for human and animal consumption, canola and rutabagas. New potential and pesticide screening trials are held. These data are used in selecting varieties and pesticides for registration and are the basis for ministry production recommendations.

## **Kemptville College of Agricultural Technology**

Kemptville College offers residential education and training programs at the certificate and diploma levels. Diploma programs are currently offered in Food and Nutrition Management, Equine Technology, Landscape Horticulture and Agriculture (with specializations in Dairy Cattle Systems or Field Crops and Livestock Production and Management). An agricultural Journalism Diploma Program is offered in cooperation with Loyalist College, Belleville. Certificate programs are offered for Farm Equipment Mechanics, Diesel Mechanics and associated trades. Two Equestrian certificate

programs in English and Western riding disciplines are also offered. A broad range of short industry-training courses for dairy processing, advisory personnel, food and agricultural industry personnel are offered by Kemptville College. Agricultural research is conducted for the ministry as well as industry in the areas of livestock, field crops, horticultural crops, soils, food and nutrition, economics, marketing and engineering. Research is conducted at the following locations:

Kemptville College, P.O. Bag #2003, Kemptville, Ont. K0K 1J0, 613-258-8333.

New Liskeard Research Station, P.O. Box G, New Liskeard, Ont. P0J 1P0, 705-647-6738.

Thunder Bay Research Station, 435 James Street South, Ste. 333, Thunder Bay, Ont. P7E 6E3, 807-475-8180.

Winchester Research Station, Pt. Lot 2, Conc.3, Twp. of Winchester, Baker Road, Inkerman, Ont. K0E 1J0 (Information from Kemptville Stn., 613-774-3716 or 613-258-8347).

Emo Research Station, Emo, Ont. P0W 1E0 (Information from Thunder Bay Stn., 807-482-2354 or 807-475-8180).

## New Liskeard College of Agricultural Technology

New Liskeard College is scheduled to close in spring 1994. New Liskeard College has developed a comprehensive research program to assist farmers in the north.

## Ridgetown College of Agricultural Technology

Ridgetown College offers diploma programs in Agriculture, Horticulture and Veterinary Technology. New computer facilities, practice laboratories and a strategic location in the heartland of Ontario agriculture give students the best of both technological and hands-on training. The college has facilities for up to 350 students with 35 teaching staff - this allows students to benefit from an "open-door" policy and personal attention. Ridgetown College has an excellent resource library (pleasure reading too), individual job placement assistance and career counselling programs. Extensive scholarships and awards programs for junior and senior students are available.

Diploma programs are all two years in duration (4 terms total). Students may study either full- or part-time. Both venues give students theoretical and practical experience in the following majors: Agricultural Business and Production Program (Agribusiness Major, Field Crops Major, Fruit and Vegetable Major, Livestock Major); Elevator and Farm Supply Program; Ornamental Horticulture Program and

Veterinary Technology Program.

Ridgetown College also offers continuing education courses, conference services and agricultural awareness programs.

### General Classes or Types of Records

Ridgetown College - Agricultural Videos

### Personal Information Banks

#### Ontario Pesticide Education Programme - Grower Pesticide Safety Course

Location: Ridgetown College of Agricultural Technology. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. Information Maintained: Name, address, telephone number, farm type, secondary type, crops grown, examination date, examination mark, where examination was taken, examination retry (if failed). Uses: Record certification status of agricultural producers; distribute updated information to pesticide safety course participants, and audit. Users: College administration staff, Ministry of the Environment. Individuals in Bank: Course participants. Retention and Disposal: Permanent.

#### Ontario Pesticide Education Programme - Pesticide Vendor Certification Course

Location: Ridgetown College of Agricultural Technology. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. Information Maintained: Name, address, telephone number, company name, address and telephone number, gender, course date, course mark, fail or pass, examination retry (if failed). In future, Ministry of Environment licence number. Uses: Record certification status of pesticide vendors; distribute update information to pesticide safety course participants, and audit. Users: College administration staff, Ministry of the Environment. Individuals in Bank: Course participants. Retention and Disposal: Permanent.

## Horticultural Research Institute of Ontario

The institute conducts horticultural research, including studies on soils and crops to improve production efficiency, develop new varieties, and develop new storage and food-preservation procedures. Studies are done on tree fruit, table and wine grapes, field-grown vegetables, including mushrooms, greenhouse vegetables and flower crops, and ornamental plants. The institute provides propagating material (cuttings, budwood, etc.) to growers and nurseries. The institute serves farmers, ornamental-plant growers, and food and beverage processors. Research is conducted at these locations:

Horticultural Research Institute of Ontario - Vineland; Muck Research Station - Kettleby; Horticultural Experiment Station - Simcoe.

### Common Records

Job Competitions and Applications  
Performance Management



**General Classes or Types of Records**

Horticultural Research Institute of Ontario Research Reports  
Ontario Crop Introduction and Expansion Program

**Ontario Agricultural Museum**

The Ontario Agricultural Museum, which is operated by the provincial government, houses and displays tools, implements, animals and artifacts associated with the evolution of agriculture in Ontario. The 11 members of the museum's Advisory Board provide advice on planning activities, policy, artifact collection and marketing. An Artifact Valuation procedure is in place to officially evaluate artifacts donated to the museum.

Open to the general public from mid-May to September, the museum features numerous special events and maintains an extensive library and research facility. School tours can be arranged throughout the school year.

**Common Records**

Job Competitions and Applications  
Performance Management

**General Classes or Types of Records**

Ontario Agricultural Museum Exhibits

**Veterinary Laboratory Services Branch**

The Veterinary Laboratory Services Branch operates four laboratories that offer diagnostic, investigative, consultative and extension services to the livestock industry and veterinary practitioners. Carcasses and specimens from animals and poultry are submitted by veterinarians and farmers, and tests are made to determine the cause of disease. The branch administers the Ontario Hatchery Supply Flock Policy, which involves monitoring procedures to control disease of poultry.

**Common Records**

Job Competitions and Applications  
Performance Management

**General Classes or Types of Records**

Laboratory Services  
Veterinary Laboratory Services Medical Case Records

**Manuals**

Ontario Supply Flock Policy Manual  
Veterinary Laboratory Services User's Manual

**Food Industry Division**

The Food Industry Division serves as the "single window" to government for the food industry, including producers, processors, retailers and food service. The division is responsible for ensuring the implementation of the long-term

Food Processing Development Strategy and for the development of a comprehensive provincial food regulatory strategy. It is responsible for expanding Ontario food and agricultural sales in export and domestic markets, and providing support to the processing industry through technology transfer, joint ventures and investor attraction. The wholesomeness of food products is ensured through the regular inspection of food products at food processing plants and other points in the distribution chain. Quality assurance is maintained through the enforcement of grade standards and the financial interests of livestock producers are protected through a financial protection program. The Food Industry Division is comprised of five branches: Food Industry Competitiveness; Market Development, Food Standards; Dairy, Fruit and Vegetable Industries Inspection; and Meat Industries Inspection.

**Dairy, Fruit and Vegetable Industries Inspection Branch**

The Dairy, Fruit and Vegetable Industries Inspection Branch regulates the inspection and grading of 25 fruits and vegetables, in addition to flue-cured and burley tobacco, honey, maple syrup, Christmas trees and tomato seedlings. The branch offers technical advice to growers and producers; informs the public about marketing and sales standards of fruit, vegetables, honey and maple products; and provides market reports on seasonal crops.

Additional responsibilities include licensing operators of controlled atmosphere storages, packers of apples from such storages, and dealers in fruit and vegetables. The branch also undertakes programs to ensure that milk marketed in Ontario is produced under acceptable sanitary conditions and meets health, safety and quality standards. Responsibilities include licensing, training and inspecting milk and cream graders and testers; licensing, regulating and inspecting plants manufacturing milk products, margarine and edible oils. Milk utilization audits are conducted on a regular basis. The branch also monitors consumer packages for composition and fill control. For more information, contact this branch or the ministry's field offices (see Field Services Delivery entry).

**Common Records**

Job Competitions and Applications  
Performance Management

**General Classes or Types of Records**

Crop Survey of Bradford Marsh Area  
Dairy Industry  
Edible Oil, Oleomargarine Products  
Fruit and Vegetable Industry  
Inspection Services  
Investigation Reports (copies)  
Maple, Honey Products  
Packaging  
Physical Plant Standards (Dairy Plants)

Processing Quality Control  
Storage Quality Control  
Technical Courses (Quality Control)

## Manuals

Dairy Inspection - Field Manual and Directives  
Fruit and Vegetable Inspection - Directives  
Fruit and Vegetable Inspection - Grade Standards and Packing Manuals  
Fruit and Vegetable Inspection - Horticultural Commodities Program Manuals  
Milk Utilization - Audit Manual

## Personal Information Banks

### Controlled-Atmosphere Operator/Packer - Licence Applications

Location: Dairy, Fruit and Vegetable Industries Inspection Branch.Legal Authority: Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8.Information Maintained: Name, address, telephone number, business name, partners' name and address, title of official if applicant is a corporation.Uses: Evaluate credentials for a licence and audit.Users: Director and branch administrative staff, program manager, district supervisors and inspectors.Individuals in Bank: Applicants.Retention and Disposal: Seven years, then destroyed.

### Dairy Inspection - Certificate Holders

Location: Dairy, Fruit and Vegetable Industries Inspection Branch.Legal Authority: Milk Act, R.S.O. 1990, c.M.12.Information Maintained: Name of certificate holder, address, certificates held, employer, inspection data.Uses: Monitor inspections; maintain and issue certificates; and audit.Users: Dairy, Fruit and Vegetable Industries Inspection Branch staff.Individuals in Bank: Graders and testers of dairy products.Retention and Disposal: Seven years, then destroyed.

### Fresh Fruit and Vegetable Dealers - Licences

Location: Dairy, Fruit and Vegetable Industries Inspection Branch.Legal Authority: Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8.Information Maintained: Names and addresses of principals in unincorporated companies, Applicant's name and address, business operating name, telephone number.Uses: Evaluate credentials for a licence and audit.Users: Director, branch administrative staff, program manager, district supervisors, inspectors. Select information to growers of fresh fruit and vegetables, and marketing boards.Individuals in Bank: Licence applicants.Retention and Disposal: Seven years, then destroyed.

### Fruit and Vegetable Grading - Certificate Holders

Location: Dairy, Fruit and Vegetable Industries Inspection Branch.Legal Authority: Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8.Information Maintained: Name and address of grower, processor or receiver, name of grader, quality and/or defects in the sample, quantity delivered per load.Uses: Operational record of grading services performed which may be used in determining the price paid to growers and audit.Users:

Administrative staff, district supervisors, branch inspectors, ministry investigator, actual grower/receiver of each certificate.Individuals in Bank: Growers delivering products, subject to grading by branch inspectors or graders.Retention and Disposal: Ten years, then destroyed.

### Fruit and Vegetable Inspection - Detentions and Releases

Location: Dairy, Fruit and Vegetable Industries Inspection Branch.Legal Authority: Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8.Information Maintained: Name and address of person in possession, markings re name and address of packer, number involved, reasons for detention/release, type of product.Uses: Operational record used to detain and release farm products; identify offenders; support evidence in legal proceedings and audit.Users: Administrative staff, director, program manager, district supervisors, branch inspectors, ministry investigators.Individuals in Bank: Individuals whose products are detained under the Farm Products Grades and Sales Act.Retention and Disposal: Ten years, then transferred to archives.

### Fruit and Vegetable Inspection - Violations

Location: Dairy, Fruit and Vegetable Industries Inspection Branch.Legal Authority: Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8.Information Maintained: Name/address of violator of the Farm Products Grades and Sales Act, evidence, nature and details of the offence, statements and staff reports.Uses: Identify offenders and record offences and audit.Users: Administrative staff, director, program manager, district supervisors, branch inspectors, ministry investigators.Individuals in Bank: Violators of the Farm Products Grades and Sales Act.Retention and Disposal: Ten years, then transferred to archives.

### Fruit and Vegetable Inspection Certificates

Location: Dairy, Fruit and Vegetable Industries Inspection Branch.Legal Authority: Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8.Information Maintained: Name and address of grower, receiver and processor, commodity, grade declared, name of inspector, number of packages, packer's name and address, quality and condition of produce, reason for requested inspection.Uses: Operational record of requested inspection services performed which provides growers, processors or receivers with confirmation of condition/quality of produce before and/or after shipping and audit.Users: Director, administrative staff, district supervisors, branch inspectors, accounts receivable, client receiving certificate.Individuals in Bank: Growers delivering products subject to inspection by branch inspectors.Retention and Disposal: Seven years, then destroyed.

### Fruit and Vegetable Quality Improvement Program

Location: Dairy, Fruit and Vegetable Industries Inspection Branch.Legal Authority: Order-in-Council 1708/86.Information Maintained: Name, acreage and crops produced, address, amount of grant, application forms, cancelled invoices, cheques supporting gross annual farm income, correspondence,



inspection reports, names of owners of business, project cost, status of existing facilities, telephone number, total project cost.Uses: Determine eligibility for and amount of grant and audit.Users: Branch director, program manager, inspectors, branch administrative staff.Individuals in Bank: Applicants.Retention and Disposal: Ten years, then transferred to archives.

#### Horticultural Inspection Report

Location: Dairy, Fruit and Vegetable Industries Inspection Branch.Legal Authority: Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8.Information Maintained: Name and address of facility inspected, certificate number, commodity, detention number, disposition of product, infraction, inspector's name, origin, packer's name and address, quantity.Uses: Operational record of inspection services performed, which provides the facility with a record of quality/condition of produce at that location at time of inspection and audit.Users: Director, administration staff, district supervisors, branch inspectors, client receiving report.Individuals in Bank: Owner/operator of facility inspected.Retention and Disposal: Ten years, then transferred to archives.

#### Produce Arbitration Board

Location: Dairy, Fruit and Vegetable Industries Inspection Branch.Legal Authority: Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8.Information Maintained: Name, address and telephone number of grower and dealer, award (decision by the Produce Arbitration Board), minutes of the hearing, notice of grower/dealer produce transaction dispute, notice of hearing date, related correspondence, supporting documents supplied by both parties.Uses: Settle produce transaction disputes between producers and dealers of fresh fruits and vegetables, and audit.Users: Program manager, director, supervisor, inspector.Individuals in Bank: Applicants submitting notices of dispute and other contracting party.Retention and Disposal: Ten years, then transferred to archives.

#### Producer Challenges to Raw Milk Test Results

Location: Dairy, Fruit and Vegetable Industries Inspection Branch.Legal Authority: Milk Act, R.S.O. 1990, c.M.12.Information Maintained: Name, address, correspondence, decision of appeal, penalty levied, producer number, record of appeal.Uses: Record the outcome of producer challenges to raw milk test results and audit.Users: Director, program manager, assistant program manager.Individuals in Bank: Producers challenging raw milk test results.Retention and Disposal: Twenty-five years, then transferred to archives.

### **Food Industry Competitiveness Branch**

The Food Industry Competitiveness Branch consists of two units. The Client Account Unit provides a "one-window" source of information on programs and services available to assist clients to improve their competitiveness and sustain investment, and advocates the reasonable needs of Ontario's food processing industry within government to promote a

favourable business climate. The Service Delivery Unit develops, recommends, implements and manages service delivery programs for the branch's Client Account Unit, which includes financial assistance, technology adaptation, joint ventures/strategic alliances and industry analysis/research.

The Client Account Unit focuses on our food processing clients, with clear accountability for sectors, food companies, marketing co-ops, grocery retailers and food service businesses. The Service Delivery Unit focuses on continually improving the delivery of existing programs provided by the branch as well as being the branch's primary information and analytical resource.

#### **Common Records**

Job Competitions and Applications  
Performance Management

#### **General Classes or Types of Records**

Food Industry Financial Assistance Program  
Food Processing Industry

### **Food Standards Branch**

Food Standards Branch is mandated to lead in development, through consultation with other ministries and major stakeholders, of a strategic approach to food safety and quality for the Province of Ontario.

#### **Common Records**

Job Competitions and Applications  
Performance Management

#### **General Classes or Types of Records**

Federal-Provincial Agri-Food Inspections  
Provincial Food Quality and Safety

### **Market Development Branch**

Domestic Section and Export Section programs are designed to develop and expand domestic and international markets for Ontario-produced fresh or processed agricultural and food products.

International market development is accomplished via export missions, promotion programs and incoming trade delegations. Grant programs include Export-Sales Aid, which is a financial assistance program available for new and mature exporters of Ontario's agriculture and food products.

The Domestic Section manages "Foodland Ontario," an advertising and promotion program for domestic market development. The program includes public relations, retail merchandising, food service, market research and trade liaison. A shared-cost grant program makes financial incentives available to the industry for domestic marketing activities.

## Common Records

Job Competitions and Applications  
Performance Management

## General Classes or Types of Records

Exhibits, Fairs, Trade Shows, Missions  
Foodland Ontario Promotional Campaign  
Market Development and Promotions  
Market Research and Statistics  
Records for Export Sales Aid Applicants  
Records of Expanded Development and Growth for Exports  
(EDGE) Applicants  
Records of Shared Cost Applicants

## Meat Industry Inspection Branch

The Meat Industry Inspection Branch administers the following Acts: the Meat Inspection Act (licensing and inspection of red meat and poultry slaughtering plants); the Live Stock Community Sales Act (licensing and inspection of live stock community sales); the Live Stock and Live Stock Products Act (licensing live stock dealers under the Beef Cattle Financial Protection Program and administering the regulations pertaining to eggs); the Farm Products Payments Act; the Beef Cattle Marketing Act (providing for the licence fee for the Ontario Cattlemen's Association, regulating the marketing of rail weight beef carcasses and live weight cattle); the Farm Products Grades and Sales Act (related to the grades of beef, veal, lamb, mutton and poultry); the Dead Animal Disposal Act (to ensure proper handling and disposal of dead stock). The branch evaluates financial responsibility of the licensed applicants for the Beef Cattle Financial Protection Programs. The branch also provides services to the Beef and Grain Financial Protection Boards in collection of fees and paying claims.

## General Classes or Types of Records

Dead Animal Disposal  
Hatchery Supply Flock Policy  
Livestock Community Sales  
Livestock Industry  
Provincial Slaughter Plants - Inspections

## Manuals

Meat Inspection Procedures Manual

## Personal Information Banks

### Beef Cattle Financial Protection Program

Location: Meat Industry Inspection Branch.Legal Authority: Livestock and Livestock Products Act, R.S.O. 1990, c.L.20; O.Reg. 367/82.Information Maintained: Name, address, amounts and type of security, business name, chairman's report, hearing notice, points for financial responsibility, results of hearing, telephone number.Uses: Evaluate credentials for a licence and audit.Users: Director, program manager, administrator, branch administrative staff.Individuals in Bank:

Livestock dealers applying for a licence.Retention and Disposal: One year, then destroyed.

### Beef Dealers - Volume of Cattle Purchases and Fees Information

Location: Meat Industry Inspection Branch.Legal Authority: O. Reg. 368/82 under the Farm Products Payment Act, R.S.O. 1990, c.F.10.Information Maintained: Name, address, amount of fees submitted, file reference, number of head of beef cattle purchased each month, status, telephone number.Uses: Maintain a record of each applicant's volume of purchases and fees submitted; determine who has not paid their fees; produce statistical reports and audit.Users: Financial Protection Unit staff.Individuals in Bank: Packing plant and slaughterhouse operators, country dealers purchasing live beef cattle for slaughter or for further rearing, commission agents and community sales operators.Retention and Disposal: Six years, then destroyed.

### Claims Against the Fund for Livestock Producers

Location: Meat Industry Inspection Branch.Legal Authority: Farm Products Payments Act, R.S.O. 1990, c.F.10, as amended S.O. 1984, c.39; O. Reg. 368/82 and O.Reg. 525/82.Information Maintained: Claimant's name, address, dates and results of board meetings, amount and cheque details, details of claim (name, address, telephone number, contract number), file reference, listing of correspondence, stage of claim, status, telephone number.Uses: Maintain the details of claims made against the fund; produce statistical reports and calculations; and audit.Users: Financial Protection Unit staff.Individuals in Bank: Producers applying for compensation.Retention and Disposal: Six years, then destroyed.

### Dead Animal Disposal Operators

Location: Meat Industry Inspection Branch.Legal Authority: Dead Animal Disposal Act, R.S.O. 1990, c.D.3.Information Maintained: Name, address, brokers, business name, inspection reports and volume reports, licence number of collectors, receiving plants, rendering plants, correspondence, telephone number.Uses: Produce statistical information and maintain current licence information and audit.Users: Director, program manager, investigation unit and administrative staff.Individuals in Bank: Provincially licensed collectors, brokers, receiving plants and rendering plants.Retention and Disposal: Six years, then transferred to archives.

### Egg Dealers - Eggs and Processed Eggs

Location: Meat Industry Inspection Branch.Legal Authority: Livestock and Livestock Products Act, R.S.O. 1990, c.L.20.Information Maintained: Name, business name, correspondence, licence number for buyers and sellers of reject eggs; licence number, telephone number.Uses: Provide list of current licence information, evaluate criteria and credentials for licence and audit.Users: Director, program manager, investigation unit and administrative staff.Individuals in Bank: Licensed egg grading stations, purchasers and sellers of processed inedible eggs and operators of processed egg



stations.Retention and Disposal: Six years, then transferred to archives.

**Livestock Community Sale Operators - Licence Applications**

Location: Meat Industry Inspection Branch.Legal Authority: Livestock Community Sales Act, R.S.O. 1990, c.L.22; R.R.O. 1990, Reg. 729.Information Maintained: Name of applicant, address, name of sale, location, name of insurance company for fire, amount of security on deposit, policy number and amount, annual average gross return for sale, inspection report (general health of livestock observed, condition of building, yard, water supply, scales and records).Uses: Evaluate credentials for a licence and audit.Users: Director, program manager and administrative staff. Licence status is public information.Individuals in Bank: Licensed community sales operators.Retention and Disposal: One year, then destroyed.

## Policy and Programs Division

Policy and Programs Division coordinates the development of programs and policy, and provides economic, statistical and policy analysis to all segments of the ministry and industry. It includes three branches: Policy Analysis, Policy and Program Coordination, and Streamlining and Commodity Strategy Development.

### Policy Analysis Branch

The Policy Analysis Branch serves the ministry, government committees and the agricultural industry (marketing boards, administrative bodies, food processors, suppliers, farmers and the public) by assembling and interpreting agricultural economic information. The branch coordinates and analyzes long-term agriculture and food policy developments. Research into farm costs and business management, marketing methods and agricultural policy is also conducted by the branch.

It gathers and publishes a wide range of agricultural statistics, and monitors economic developments in the industries supplying inputs to agriculture, processing farm commodities and distribution to consumers.

The branch also provides daily farm market broadcasts for the media and producers at Ridgetown College (519-674-0714).

From offices in Ridgetown and Vineland Station (see Field Offices entry), field staff carry on economic research projects and provide consulting services to farm organizations, individual farmers and processing industries.

#### General Classes or Types of Records

Agricultural Statistics  
Agriculture Economics  
Commodity Reports  
Economic/Market Outlook

Farm Demographics

Farm Policy Analyses

Food and Beverage Processing

Policy Research Recommendations

Processing, Distribution and Retailing Notes (PDR notes)

Production Economics

### Personal Information Banks

#### Ontario Fruit and Vegetable Growers' List

Location: Policy Analysis Branch.Legal Authority: Statistics Canada Act, S.C. 1970-71-72, c.15.Information Maintained: Name, address, telephone number, area of specific fruits and vegetables produced.Uses: Sampling frame for production surveys pertaining to Ontario's fruit and vegetable industry.Users: Statisticians and Policy Advisors.Individuals in Bank: Commercial fruit and vegetable growers in Ontario.Retention and Disposal: List is updated annually (supersedes previous list).

### Policy and Program Coordination Branch

The Policy and Program Coordination Branch expedites the legislative process of the ministry. It focuses on policy and program development, and gives guidance and policy coordination to the ministry and government.

Research, analysis and service delivery in trade policy, federal-provincial relations and strategic planning are also key responsibilities.

#### General Classes or Types of Records

Agencies, Boards, Commissions  
Agricultural Labour  
Agricultural Trade Update  
Community Development  
Minister's Meetings  
Policy Recommendations  
Strategic Planning  
Trade Policy Analyses

### Streamlining and Commodity Strategy Development

This new branch will coordinate the streamlining of activities and coordinate commodity linkages among divisions of the ministry.

## Agencies

### Agricultural Licensing and Registration Review Board

The Agricultural Licensing and Registration Review Board is authorized under the Ministry of Agriculture and Food Act, 1990, c.M.16, to hear appeals made under the following

legislation: Agricultural Tile Drainage Installation Act\*, Animals for Research Act\*, Artificial Insemination of Livestock Act\*, Beef Cattle Marketing Act, Dead Animal Disposal Act, Farm Products Grades and Sales Act\*, Grain Elevator Storage Act\*, Live Stock and Live Stock Products Acts, Live Stock Community Sales Act, Live Stock Medicines Act\*, Meat Inspection Act, Plant Diseases Act\*, Provincial Auctioneers Act\* and Riding Horse Establishments Act\*.

(\* Acts found in the Resources and Regulations Branch).

Each Act has specific provisions to be followed in respect of appeals. The board consists of a minimum of five persons appointed by Order-in-Council. The board is funded by the Ontario Ministry of Agriculture and Food.

For information, contact Howard Lang, Resources and Regulations Branch, 519-767-3126.

### Personal Information Banks

#### Case Documents

Location: Agricultural Licensing and Registration Review Board. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16 and 14 specific Acts. Information Maintained: Decisions. Uses: Decision of hearings (appeals) made under 14 specific Acts. Users: Ministry staff. Individuals in Bank: Appellants. Retention and Disposal: Six years, then transferred to archives.

### Agricultural Rehabilitation and Development Directorate

The directorate maintains projects undertaken jointly with the federal government under the Agricultural Rehabilitation and Development Act.

### Agricultural Research Institute of Ontario

The Agricultural Research Institute of Ontario (ARIO) is a corporate body of up to 15 members appointed to stimulate interest in agricultural research to increase efficiency in food production, processing and marketing. The institute also responds to inquiries about research programs in agriculture, veterinary medicine and food science, and serves as an advisory body on research to the Ministry of Agriculture and Food.

Administrative support is provided by staff of the Education, Research and Laboratories Division Office, reporting to the Assistant Deputy Minister. The appointed members report to the Minister as agencies, boards and commissions appointees.

#### Common Records

Performance Management

#### General Classes or Types of Records

Annual Reports

Bank Records/Broker Records for Each Fund  
Individual Research Project Files

### Beginning Farmer Assistance Program Review Committee

The committee provides applicants denied assistance under the Beginning Farmer Assistance and Ontario Farm-Start Programs with an avenue of appeal.

### Co-Operative Loans Board of Ontario

The loans board administers existing loans of cooperative associations under the Co-Operative Loans Act.

### Crop Insurance Commission of Ontario

The Crop Insurance Commission of Ontario makes available to Ontario farmers insurance plans to protect over 50 commercially grown crops against natural hazards. The Commission administers the Crop Insurance Act.

Generally, losses are determined in relation to a normal yield, with a deductible in effect. Eligible losses are replaced at market prices.

The plans are based on premiums. Producers pay half the premium cost and the federal and provincial governments share equally the other 50%. Premiums are set so each plan will be actuarially sound. Each government shares half of the administrative costs.

#### General Classes or Types of Records

Agents/Adjustors - Crop Insurance/Market Revenue Insurance  
Crop Insurance and Market Revenue Plans

#### Manuals

Commodity Briefs  
Crop Insurance Agent's Manual

### Egg Fund Board

The Egg Fund Board is a producer-protection fund that ensures payment to egg producers when a grading station defaults on its payment for eggs purchased from producers.

### Farm Income Stabilization Commission

Inactive

### Farm Organizations Accreditation Tribunal

Established by the Farm Registration and Farm Organizations Funding Act, the tribunal has seven members appointed by Cabinet. The mandate includes accrediting general farm organizations for inclusion in the funding mechanism, determining eligibility of francophone organizations for special



funding and deciding requests for exemptions on religious grounds from the registration and fee requirements.

### **Farm Practices Protection Board**

The board hears complaints pertaining to odour, noise or dust from farm practices, and determines whether the activity about which there is a complaint is a normal farm practice.

### **Farm Products Appeal Tribunal**

The Farm Products Appeal Tribunal came into operation Feb. 1, 1979. Constituted under section 11 of the Ministry of Agriculture and Food Act, it provides an independent, accessible avenue of appeal in matters relating to the Farm Products Marketing Act and the Milk Act. The tribunal also serves as a licence review board under the Milk Act, the Farm Products Marketing Act, the Edible Oil Products Act and the Oleomargarine Act. It has the additional authority to review the conduct of commodity board members under the Commodity Board Members Act.

Under farm products marketing legislation, extensive regulatory powers are conferred on local producer marketing boards by the Farm Products Marketing Commission of Ontario. The tribunal was established to make an impartial appeal mechanism available to any person who feels that a decision, direction, policy or order of the commission, a producer marketing board, or a director under the Farm Products Marketing Act or the Milk Act, is unfair. Regulations made by producer marketing boards under the Farm Products Marketing Act or the Milk Act may also be appealed.

### **Farm Tax Rebate Appeal Board**

The board provides an owner of farm property with an independent avenue of appeal when denied a rebate under the Farm Tax Rebate Program.

### **Grain Financial Protection Board**

The board collects fees, administers the fund and approves claims made against the fund set up under the Grain Financial Protection Program (Farm Products Payment Act, R.S.O. 1990; O. Reg. 651/94) to protect producers in the event a licensed dealer defaults on payment or a licensed grain elevator operator defaults on storage.

### **Livestock Financial Protection Board**

The board reviews all legislation and regulations pertaining to livestock medicines and advises the Minister on matters relating to the control and regulation of livestock medicines.

### **Livestock Medicine Advisory Committee**

The committee reviews all legislation and regulations pertaining to livestock medicines and advises the Minister on matters relating to the control and regulation of livestock medicines.

### **Ontario Agricultural Museum Advisory Board**

The board advises the Minister on matters relating to the museum and is concerned with achieving the museum's mandate.

### **General Classes or Types of Records**

Advisory Board Meeting Minutes  
Per Diem/Travel Expense Records

### **Ontario Crop Insurance Arbitration Board**

The board hears appeals on claim disputes.

### **Ontario Drainage Tribunal**

The tribunal provides a readily accessible forum for appeals under the Drainage Act, establishes rules of practice and procedure for its hearings, deliberates on evidence of hearings and makes decisions independent of the ministry. The tribunal may recommend to the Minister any changes in legislation that it considers advisable.

### **Ontario Farm Family Advisor Program Board**

The board nominates and selects advisors, reviews reports and advisors' performance, and recommends actions to the ministry.

### **Ontario Farm Implements Board**

The board administers the Farm Implements Act, which regulates the sale of farm implements and prescribes minimum warranties on the sale of new farm implements. Provision is also made for the supply of emergency parts and for the return or replacement of defective farm implements. The board's main functions include the registration of dealers and distributors of farm implements; the mediation of disputes between purchasers, dealers and distributors; and the supervision of safety measures relating to farm implements. Publications available are The Farm Implements Act for Producers, Dealers and Distributors, Questions and Answers (farmers).

### **General Classes or Types of Records**

Complaints - Farmer/Dealer/Distributor Disputes  
Farm Implement Dealer Registration Records  
Farm Implement Distributor Registration Records

### **Personal Information Banks**

#### Farm Implements Act - Complaints

Location: Ontario Farm Implements Board. Legal Authority: Farm Implements Act, R.S.O. 1990, c.F.4. Information Maintained: Name, address of parties to the complaint,

conclusion of investigation, make, model, type and purchase date of farm implement involved, progress reports of investigation by investigator, written description of complaint by the farmer or dealers. Uses: Resolve disputes concerning farm implements and audit. Users: Farm Implements Board and staff. Individuals in Bank: Farmers, farm implement dealers and distributors. Retention and Disposal: Ten years, then transferred to archives.

## **Ontario Farm Products Marketing Commission**

The Ontario Farm Products Marketing Commission administers the Farm Products Marketing Act and the Milk Act. Responsibilities include supervising the marketing boards, established under the two Acts. The Farm Products Marketing Act provides for commodity regulation under 23 marketing plans; each plan is administered by a producer marketing board. Regulations under the Act also require the licensing of processors of regulated commodities (e.g., vegetables, grapes, tender fruit, potatoes, apples, asparagus and seed corn dealers). The Milk Act provides authority to the Ontario Milk Marketing Board and the Cream Producers' Marketing Board.

### **Common Records**

Job Competitions and Applications  
Performance Management

### **General Classes or Types of Records**

Fund for Milk and Cream Producers  
Marketing Board - Processor Licensing  
Marketing Boards

### **Manuals**

College Curriculum on Regulated Marketing  
Education Handbook on Regulated Marketing  
Manual on Procedures for Appointments to Agencies, Boards and Commissions  
Milk Utilization Audit Manual  
Policies of the Farm Products Marketing Commission

## **Ontario Junior Farmer Establishment Loan Corporation**

The corporation ensures the repayment of outstanding loans of mortgagors and repayment to the Minister of Revenue of any indebtedness.

## **Processing Vegetable Financial Protection Board**

The board administers the fund for processing-vegetable producers.

## **Produce Arbitration Board**

The board arbitrates payment disputes between fruit and vegetable producers and the dealers to whom they have sold their produce.

## **Provincial Decision Committee: Ontario Private Mortgage Guarantee Program**

The program reviews applications for the Ontario Private Mortgage Guarantee Program to determine whether or not a lender and a loan is eligible for guarantee under this program. The decision of the committee is final.

# ALGONQUIN COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Algonquin College of Applied Arts and Technology  
1385 Woodroffe Avenue  
Nepean, Ontario  
K2G 1V8  
(613) 727-4723,

## Access

Freedom of Information and Privacy Coordinator  
Algonquin College of Applied Arts and Technology  
1385 Woodroffe Avenue  
Nepean, Ontario  
K2G 1V8  
(613) 727-4723

A public reading room for the review of manuals and other information is open during regular office hours and some evenings in the Resource Centre on the second floor, C Block, 1385 Woodroffe Avenue, Nepean.

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The college's mandate is to provide high quality, career-oriented education and training that responds to the needs of learners, to the community and to society.

The President, as the Chief Executive Officer, reports to the Board of Governors. Four divisions report to the President -- Academic, Continuing Education, Student Life and Human Resources, and Finance and Administration -- each headed by a Vice President. The college is organized into academic schools under the Vice President, Academic. While the Schools of Applied Arts, Business, Health Sciences and Technology and Trades, each headed by a Dean, offer mainly full-time programs in the metropolitan Ottawa area; the Schools of Renfrew County and Lanark County, each headed by a principal, are responsible for program delivery, both full-time and part-time, in the outlying areas.

## Board of Governors

The Board of Governors, appointed by the Ontario Council of Regents, oversees the operation of the college, establishes policies and evaluates college operations and effectiveness. The board is assisted by standing committees and a number of program advisory committees.

### Common Records

Board of Governors Membership

### General Classes or Types of Records

Bylaws  
Minutes  
Policies

## Office of the President

The President, who is appointed by and responsible to the Board of Governors, is the Chief Executive Officer with full authority to manage operations and direct staff.

## Vice President, Academic

The Vice President, Academic is responsible for the development, operation and evaluation of full-time academic programs, and liaison with various facilities, such as hospitals, day care centres, correctional institutions, where college students in several programs obtain clinical, practical and field experience. The division also is responsible for the operation of a dental clinic, a flower shop, a hair salon and a restaurant.

### Common Records

Day Care Registrants  
Dental Clinic Patients  
Student Appeals (disciplinary, administrative, academic)  
Tests, Examinations and Assessments

### General Classes or Types of Records

Academic Council Minutes  
Admissions Criteria  
Advisory Committee Minutes  
Canadian Job Strategy Committee Minutes  
Dean's/Principal's Management Committee Minutes  
Principal's Council Minutes  
Program Council Minutes  
Senior Adult Training Plans  
Student Retention Committee Minutes  
Vice President Academic's Management Committee Minutes

## Vice President, Continuing Education

The Vice President, Continuing Education administers the part-time credit, general interest and career-oriented courses run by the college. In addition, the division is also responsible for administering the Ontario Skills Development Office, and Ontario Training Strategy and FUTURES programs.

Several programs in accounting, real state,

purchasing, insurance, etc., are also offered, which satisfy licensing and certification requirements of external professional bodies.

### Common Records

FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees



Ontario Training Incentive Program Trainees

**General Classes or Types of Records**

- Client Files
- Community Sponsors Information
- Continuing Education Program Submissions
- Contracts and Letters of Agreement
- Employers Files
- Professional Training Mailing List
- Vice President's Executive Committee

**Vice President, Finance and Administration**

The Vice President, Finance and Administration is responsible for all matters relating to the financial and general administration of the college, such as the departments of Physical Resources, Finance, Registrar, Ancillary Operations, Computer Services, Internal Audit and other support services.

**Common Records**

- Freedom of Information and Protection of Privacy Act Requests
- Parking Records
- Student Registration and Academic History
- Travel/Expense Accounts

**General Classes or Types of Records**

- Director's Committee Minutes
- Survey of Continuing Education Students
- Survey of First-Year New Entrants
- Survey of Withdrawn-Application Students

**Vice President, Student Life and Human Resources**

The Vice President, Student Life and Human Resources is responsible for the Human Resources, Student Services, Planning, and the Marketing and Public Affairs functions at the college.

# ALGONQUIN FORESTRY AUTHORITY

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## Head

Chair of the Board  
222 Main Street  
Huntsville, Ontario  
P0A 1K0  
(705) 789-9647

## Access

Freedom of Information and Privacy Coordinator  
Algonquin Forestry Authority  
P.O. Box 1198  
222 Main Street  
Huntsville, Ontario  
P0A 1K0  
(705) 789-9647

A public reading room for the review of manuals and other information is open during regular office hours at 222 Main Street, Huntsville.

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The Algonquin Forestry Authority is a Crown corporation responsible for maintaining an integrated resource management approach within Algonquin Provincial Park. The authority has been assigned the task of ensuring the viability of the local forest industry by managing and upgrading the quality of the forest and effectively utilizing its range of products. Maintaining a forest cover that satisfies the requirements of regeneration, aesthetics and preservation of diverse vegetation types is also the authority's responsibility. It preserves and protects the recreational values, fish and wildlife habitat, soil and water resources within the park.

## Common Records

General Employment History and Payroll Information  
Performance Management  
Travel/Expense Accounts

## General Classes or Types of Records

Aerial Photographs of Algonquin Park  
Annual Cut Surveys of Areas Harvested  
Annual Plans of Forest Operations  
Five-Year Operating Plans  
Maps (various scales, covering topography and forest conditions)  
Silvicultural Records (covering tree planting and tree marking)  
Twenty-Year Forest Management Plan

## Personal Information Banks

### Personnel and Payroll

Location: Algonquin Forestry Authority. Legal Authority: Algonquin Forestry Authority Act, R.S.O. 1990, c.A.17. Information Maintained: Name, date of birth, education, work history, pay level, performance appraisal. Uses: Issue paycheques and statistical reports (e.g., T-4 slips, pension contributions). Users: Authority management, personnel staff. Individuals in Bank: Crown employees of the authority. Retention and Disposal: Ten years, then destroyed.

# ARCHIVES OF ONTARIO

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## Head

Minister of Culture, Tourism and Recreation  
6th Floor, 77 Bloor Street West  
Toronto, Ontario  
M7A 2R9  
(416) 325-6200

## Access

Freedom of Information Coordinator  
Archives of Ontario  
77 Grenville Street  
Toronto, Ontario  
M7A 2R9  
(416) 327-1562



A public reading room for the review of finding aids and other information is open from 8:15 a.m. to 4:30 p.m., Monday to Friday, with staff on duty to assist researchers, on the main floor at 77 Grenville Street, Toronto. Extended research hours without staff on duty are Monday to Friday until 10:30 p.m. and on Saturday from 10:00 a.m. to 8:00 p.m.

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The Archives' mandate is to acquire, preserve and make publicly accessible for legal, administrative and other research purposes, original records of enduring value relating to Ontario. This includes records of Ontario's successive governments, as well as private manuscripts, published and printed material, maps, architectural drawings, photographs, audio and video recordings, and motion picture film. The Archives provides policy direction and advisory services on recorded information management for the Government of Ontario. Under the Archives Act (1923, amended 1972), the Archivist of Ontario must approve the final disposition of provincial government records. Frequently used collections include early Ontario land, estate (wills), health, court, corporate registration, census, schools, older vital statistics and family local history records. The Archives of Ontario maintains a conservation laboratory for restoration of Archives' holdings and operates a library and public reading room open to all for personal, historical, administrative, legal or other research. It welcomes information on the location of historical material. The Archives has published *A Guide to the Holdings of the Archives of Ontario*, 2 vols. (1986), as well as a guide to aboriginal sources. General information brochures are available.

## Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Identity/Employee Card  
Job Competitions and Applications

Performance Management  
Travel/Expense Accounts

## General Classes or Types of Records

Access Permission Register and Files  
Access Unit Policy, Liaison, Training and Operations Resource Files  
Archival Project Grant Files  
Archives Accession Records (legal authority for ownership)  
Circulation, Reproduction and Interloan Records  
Collections Control Files  
Conservation Correspondence and Reports  
Conservation Survey Forms  
Conservation Treatment Reports  
Correspondence Control Records  
Donor Index  
Exhibitions Facility Declaration Forms  
General Administration Records  
Inventories and Finding Aids to Archives Holdings  
Master Control Register  
Microfilm Master Negatives Location Card File  
Name Authority Files  
Operational Program Records  
Planning and Policy Development Files  
Reading Room Off-Site Order Log  
Recorded Information Schedules Archives' Copies  
Reproduction Work Orders, Register and Receipts  
Subject Authority Files

## Manuals

Access Policy and Procedures Manual  
Administrative Policy and Procedures Manual  
Manual of Archival Policy and Procedures

## Personal Information Banks

Adult Case Files (Family Court), 1922-1970 (RG22)  
Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Information/applications, case history, court orders. Series may also include transcripts of evidence, exhibits, identification forms, notice of appeal, payment records, probation orders, related correspondence and judge's notes, social evaluation reports, summons, warrants.Uses: Research.Users: Researchers.Individuals in Bank: People involved with Family Court proceedings under the Deserted Wives and Children Maintenance Act, Child Welfare Act, Reciprocal Enforcement of Maintenance Orders Act, Provincial Courts Act, Juvenile Delinquents Act and other acts dealt with by the Family Court.Retention and Disposal: Permanent.

Adult Inmate Case Files - Main Office Index Cards, 1920-1975 (RG20-D-1A)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, age at committal, aliases, birth date, birth place, inmate and parole board numbers, institution(s) to which committed, nationality,



offence, race.Uses: Research.Users: Researchers.Individuals in Bank: Adult inmates (16 years of age or older) committed to a provincial jail, prison or correctional facility; Ministry of Correctional Service employees and police officers.Retention and Disposal: Permanent.

Affidavits of Affiliation - Clerk of the Peace, 1834-1916 (RG22)  
Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name and address of mother and father, affidavits of affiliation, father's trade/profession, promises of marriage.Uses: Research.Users: Researchers.Individuals in Bank: Mothers and fathers of illegitimate children.Retention and Disposal: Permanent.

Agricultural Loan Commission Records, 1922-1956 (RG6-XIV-17)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address and amount of loan.Uses: Historical research.Users: Historical researchers.Individuals in Bank: Farmer applicants.Retention and Disposal: Permanent.

Appeals - Residential Tenancy Commission, 1980-1982 (RG43)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Appeals of decisions on rent review (increases, reduction or rebate) by landlords or tenants, supporting financial documentation, and names and addresses of landlords and tenants.Uses: Research.Users: Researchers.Individuals in Bank: Tenants and landlords.Retention and Disposal: Permanent.

Application for (Liquor) Licence - Approved, 1934-1978 (RG36-2)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, age, certificates of incorporation and agreements of various types, citizenship, club membership lists, criminal record, employment history, financial statements, income, inspection, investigation or police reports, leases, licence application, licence transfer application, marital status, photographs, sales reports, telephone number.Uses: Research.Users: Researchers.Individuals in Bank: Applicants, licence holders, shareholders.Retention and Disposal: Permanent.

Apprenticeship Branch - Case Files, 1928-1950 (RG7-81)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, age, completed examination forms and results, contract of apprenticeship, date of birth, education, employer's name and address, employers' report and evaluation, trade.Uses: Research.Users: Researchers.Individuals in Bank: Apprentice, employer, inspectors.Retention and Disposal: Permanent.

Archives of Ontario Correspondence Control Log

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, record of previous requests, type and subject of request.Uses: Maintain a record of research requests for statistical and

planning purposes.Users: Managers, public service staff.Individuals in Bank: Users of research services.Retention and Disposal: Not determined.

Asylum Correspondence, 1870-1935 (RG63-A-1)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Financial, educational and family history.Uses: Research.Users: Researchers.Individuals in Bank: Patients of Ontario asylums and psychiatric hospitals.Retention and Disposal: Permanent.

Attendance Reports (Civil Service Commission), 1931-1949 (RG25-C-5)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, attendance record, classification, institution.Uses: Research; verify pension eligibility.Users: Researchers, former employees, heirs.Individuals in Bank: Former employees of the Ontario government, Ontario hospitals and reformatories, who were terminated, 1931-1956.Retention and Disposal: Permanent.

Bowmanville Training School Ward Files, 1925-1965 (RG60-19)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, family history, juvenile court proceedings, medical, psychological and academic reports, related correspondence.Uses: Research.Users: Researchers.Individuals in Bank: Juvenile wards in Bowmanville Training School.Retention and Disposal: Permanent.

Card Index for Terminated Personnel Records, 1920-1961 (RG25-C-2)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, reason for termination and date, status.Uses: Research; verify pension eligibility.Users: Researchers, former employees, heirs.Individuals in Bank: Former employees of the Ontario government, Ontario hospitals and reformatories who were terminated, 1920-1961.Retention and Disposal: Permanent.

Career Counselling Files, 1973-1983 (RG25)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, career history and counselling interview records, employee's career and employment goals, training and development plans.Uses: Research.Users: Researchers.Individuals in Bank: Ontario Public Service employees.Retention and Disposal: Permanent.

Case Files (selected) - Fair Accommodation Practices Act, 1954 (RG76-4-2)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, nature of discriminatory complaint, summary of the case.Uses: Research.Users: Researchers.Individuals in Bank: Individuals alleging discrimination under the Fair Accommodation Practices Act.Retention and Disposal: Permanent.

# Case Files - Fair Employment Practices Act, 1951-1954 (RG76-2-2)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, nature of discriminatory complaint, summary of the settlement.Uses: Research.Users: Researchers.Individuals in Bank: Individuals alleging discrimination under the Fair Employment Practices Act of 1951.Retention and Disposal: Permanent.

# Case Files - Female Employees Fair Remuneration Act, 1952-1954 (RG76-2-4)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, nature of discriminatory complaint, summary of the settlement.Uses: Research.Users: Researchers.Individuals in Bank: Individuals alleging discrimination under the Female Employees Fair Remuneration Act of 1951.Retention and Disposal: Permanent.

# Central Personnel Records (RG25-C-3)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Names of civil servants whose employment terminated between 1920-1956, date of birth, date of permanent appointment, educational background, job classifications, promotions, salary rates.Uses: Historical source on careers of government employees; verify pension enquiries.Users: Academics, personnel data staff of Human Resources Secretariat.Individuals in Bank: Former employees of the Ontario government whose employment terminated between 1920-1956.Retention and Disposal: Permanent.

# Champlain Training School - Ward Files, 1933-1941 (RG60-59)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A. 27.Information Maintained: Name, medical, psychological and academic reports, family history, juvenile court proceedings, related correspondence.Uses: Research.Users: Researchers.Individuals in Bank: Juvenile wards in Champlain (formerly St. Joseph's) Training School for Boys.Retention and Disposal: Permanent.

# Champlain Training School Medical Log Books, 1965-1981 (RG60-43)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, date, medical tests and treatment.Uses: Research.Users: Researchers.Individuals in Bank: Juvenile wards in Champlain Training School.Retention and Disposal: Permanent.

# Change of Name Court Orders, 1939-1973 (RG80-1)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Old and new name, background information.Uses: Research.Users: Researchers.Individuals in Bank: Applicants for change of name.Retention and Disposal: Permanent.

# Chest Disease Service Patient Records, 1908-1959 (RG10)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name and medical data on patients of sanatoria for tuberculosis.Uses: Research.Users: Researchers.Individuals in Bank: Patients of Ontario sanatoriums for tuberculosis.Retention and Disposal: Permanent.

# Child Abuse Register and Case Files (selected), 1966-1979 (RG29-120)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, family and financial information.Uses: Research.Users: Researchers.Individuals in Bank: Persons involved in child abuse investigations.Retention and Disposal: Permanent.

# Children of Unmarried Parents Act Files, 1938-1957 (RG22)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, age, court orders, family situation, financial status, information forms/applications to Provincial Court--Family Division, living conditions, occupation, summons.Uses: Research.Users: Researchers.Individuals in Bank: Deserted wives and children.Retention and Disposal: Permanent.

# Children's Community Service Program Files (selected), 1980-1989 (RG60-56)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, community work experience, discharge information, evaluation, police information, referrals, related correspondence.Uses: Research.Users: Researchers.Individuals in Bank: Juveniles who do community service work as an alternative to probation.Retention and Disposal: Permanent.

# Classified Staff Files (selected), 1970-1974 (RG1-394)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, classification, date of appointment, date of resignation, religion, salary.Uses: Research.Users: Researchers.Individuals in Bank: Classified staff of the Department of Lands and Forests and the Ministry of Natural Resources.Retention and Disposal: Permanent.

# Cobourg Asylum for the Insane, Registers and Rolls, 1902-1916 (RG10-20-E)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence.Uses: Research.Users: Researchers.Individuals in Bank: Patients of Cobourg Asylum for the Insane.Retention and Disposal: Permanent.

# Complaint Case Files - Ontario Human Rights Commission, 1941-1977 (RG76-5-1)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Complainant's



and respondent's name and address, conciliation reports, disposition of case, investigation reports, section of the Code allegedly violated, special program and exemption investigation reports and disposition.Uses: Research.Users: Researchers.Individuals in Bank: Complainants alleging violations of the Human Rights Code, and persons making inquiries.Retention and Disposal: Permanent.

Complaint Case Files - Register and Index - Ontario Human Rights Commission, 1962-1990 (RG76-5-2)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Complainant's and respondent's name and address, conciliation reports, disposition of case, investigation reports, section of the Code allegedly violated, special program and exemption investigation reports and disposition.Uses: Research.Users: Researchers.Individuals in Bank: Complainants alleging violations of the Human Rights Code, and persons making inquiries.Retention and Disposal: Permanent.

Computer-Assisted School Health Services, 1981-1991 (RG10-212)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, age, health status, immunization records, sex.Uses: Research.Users: Researchers.Individuals in Bank: School children in Ontario.Retention and Disposal: Permanent.

Contractual Educational Research Files, 1972-1982 (RG2-236)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A. 27.Information Maintained: Name, curriculum vitae, salary, social insurance number.Uses: Research.Users: Researchers.Individuals in Bank: Professional researchers, editors, writers and translators seeking professional services contracts.Retention and Disposal: Permanent.

Coroner's Inquest Files, 1843-1962 (RG22)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Reports and medical records from coroners, pathologists, hospitals, and the Registrar General, reports from OPP and municipal police, correspondence with federal/provincial departments, Crown attorneys, municipal departments and safety associations concerning death, coroner's statement and jury recommendations resulting from inquests.Uses: Research.Users: Researchers.Individuals in Bank: Deceased individuals requiring examination.Retention and Disposal: Permanent.

Correspondence General Files, 1982-1988 (RG29-141)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address of correspondent, correspondence pertaining to international, private and step-parent adoption, adoption disclosure files. May contain application for adoption, post-adoption service information.Uses: Research.Users: Researchers.Individuals in Bank: Correspondents on adoption matters.Retention and Disposal: Permanent.

Crisis Situation Client Files (selected), 1976-1985 (RG29-116)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, financial and family information on recipients of special benefits.Uses: Research.Users: Researchers.Individuals in Bank: Individuals requiring provincial emergency assistance.Retention and Disposal: Permanent.

Crown Attorney's Prosecution Case Files, 1902-1972 (RG22-392)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, age, criminal record, police brief, record of charges, record of court appearance.Uses: Research.Users: Researchers.Individuals in Bank: Individuals prosecuted by Crown attorneys.Retention and Disposal: Permanent.

Crown Employees Grievance Settlement Board - Case Files, 1975-1977 (RG25)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A. 27.Information Maintained: Name and address of individuals, union and ministry, applications filed by union on behalf of the grievor, remedy requested and decision, type of grievance.Uses: Research.Users: Researchers.Individuals in Bank: Crown employees on whose behalf a union has filed a grievance, or who have filed one on their behalf.Retention and Disposal: Permanent.

Crown Ward Administrative Review Files (selected), 1979-1985 (RG29-84)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, social and medical information about Crown wards.Uses: Research.Users: Researchers.Individuals in Bank: Crown wards.Retention and Disposal: Permanent.

D'Arcy Place Developmental Centre, Resident/Client's Medical, Individual Assessment and Programme Files, 1920-1967 (RG29-58)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, case file number, clinical reports and certificates, family data, medical and social history.Uses: Research.Users: Researchers.Individuals in Bank: Residents/Inmates of D'Arcy Place Developmental Centre (formerly Ontario Hospital, Cobourg).Retention and Disposal: Permanent.

Denture Therapy Licensing Files, 1972-1975 (RG10-132)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name and educational information.Uses: Research.Users: Researchers.Individuals in Bank: Licensees and prospective licensees of the Governing Board of Denture Therapists.Retention and Disposal: Permanent.



# Deportation Actions - Jails and Asylums, 1908-1913

(RG63-A-6)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, age, date of landing, mental and physical state, mode of deportation, nationality, place of detention, port of arrival, sex, work history.Uses: Research.Users: Researchers.Individuals in Bank: Immigrants admitted to, and subsidized by, state custodial institutions within two years of arrival in Canada.Retention and Disposal: Permanent.

# Dionne Quintuplets Records, 1934-1950 (RG4-53)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, age, financial situation, invoices and accounts, medical history, sex.Uses: Research.Users: Researchers.Individuals in Bank: The Dionne Quintuplets.Retention and Disposal: Permanent.

# Divorce Action Report Files (selected) and Index, 1957-1967

(RG4-51; 52)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Questionnaires on family financial status, living conditions and health, reports of social workers, correspondence, numbered court documents.Uses: Research.Users: Researchers.Individuals in Bank: Juvenile members of families entering divorce proceedings and other family members.Retention and Disposal: Permanent.

# Durham Regional Centre Client Out-Service Records (selected), 1975-1986 (RG29-88)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, audiological assessments, authorization for psychological testing and assessment, kinesiological assessments, photographs of clients, referrals, test results.Uses: Research.Users: Researchers.Individuals in Bank: Persons with developmental handicaps.Retention and Disposal: Permanent.

# Elementary School Inspectors' Reports and Principals'

Statements, 1842-1970 (RG2-F-3-A to F-3-I; I-1)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, character, opinions regarding the experience, certification, qualifications and quality of teacher in public, private, and separate schools, religion, salary.Uses: Research.Users: Researchers.Individuals in Bank: Teachers.Retention and Disposal: Permanent.

# Employee Superannuation Contributions and Refunds Binders (RG42-32)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, occupation, pension contributions and refunds history, workplace.Uses: Research.Users: Researchers.Individuals in Bank: Employees in the Ontario Public Service, 1921-1950.Retention and Disposal: Permanent.

# Estate and Maintenance Files, Toronto General Trust Company,

1878-1911 (RG63-A-2)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Personal, family and financial history.Uses: Research.Users: Researchers.Individuals in Bank: Patients of Ontario asylums and psychiatric hospitals.Retention and Disposal: Permanent.

# Family Benefits Case Files, 1936- (RG29-86)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, case profile of financial, employment and social data, related correspondence.Uses: Research.Users: Researchers.Individuals in Bank: Applicants for and recipients of general welfare assistance.Retention and Disposal: Permanent.

# Fellowships for Studying in French Records, 1972-1983

(RG32-10)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, social insurance number, address, telephone number, citizenship, date of birth, sex, education, language of instruction, mother tongue, preferred language of correspondence, name of institution, other activities (work, travel, etc.), other financial assistance, proposed program of study, residence history, transcripts.Uses: Research.Users: Researchers.Individuals in Bank: Students seeking financial assistance for post-secondary studies in French.Retention and Disposal: Permanent.

# Forensic Sciences and Pathology, Early Case Files, 1931-1961 (RG33-H-1)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, autopsy and analysis reports, correspondence, scientific notes and photographs.Uses: Research.Users: Researchers.Individuals in Bank: Individuals deceased under questionable circumstances.Retention and Disposal: Permanent.

# General Welfare Case Files, 1972- (RG29-131)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, case profile of financial, employment and social data, related correspondence.Uses: Research.Users: Researchers.Individuals in Bank: Applicants for and recipients of general welfare assistance.Retention and Disposal: Permanent.

# General Welfare Case Histories (selected), 1954-1977

(RG29-46 to 48)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name and case number, financial and family information.Uses: Research.Users: Researchers.Individuals in Bank: Recipients of provincial welfare benefits from the Kenora, Kirkland Lake and Sault Ste. Marie local offices.Retention and Disposal: Permanent.

# General Welfare Sample Case Files, 1934-1971 (RG29-49 to 55)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name of applicant, dependent fathers assistance, interprovincial welfare, old age assistance, old age pension, eligibility and medical reports regarding blind persons assistance.Uses: Research.Users: Researchers.Individuals in Bank: Selected applicants for various forms of government welfare assistance.Retention and Disposal: Permanent.

# Hamilton Psychiatric Hospital Case Files, Registers and Rolls, 1876-1954 (RG10-20-D)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Patient name, admission and discharge date, mental and medical history, related correspondence.Uses: Research.Users: Researchers.Individuals in Bank: Patients of Hamilton Psychiatric Hospital.Retention and Disposal: Permanent.

# Hard to Service Children's Case Files, 1979-1983 (RG29-106)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, date of birth, financial information, needs analysis, sex, status of child's development.Uses: Research.Users: Researchers.Individuals in Bank: Children receiving services and their families.Retention and Disposal: Permanent.

# Health Disciplines Board Case Files, 1975-1987 (RG10-182)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A. 27.Information Maintained: Name, address, decisions and reasons.Uses: Research.Users: Researchers.Individuals in Bank: Complainants, appellants, physicians, dentists, nurses, pharmacists and optometrists requesting registration in the above professions.Retention and Disposal: Permanent.

# Health Services Appeal Board Case Files, 1973-1984 (RG10-200)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, judgments and reasons.Uses: Research.Users: Researchers.Individuals in Bank: Health practitioners.Retention and Disposal: Permanent.

# Huron Regional Centre Case Files/Registers, 1876-1971 (RG29-25)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, parents, residence, admission and discharge dates, case file number, certificates, clinical reports, religion, etc.Uses: Research.Users: Researchers.Individuals in Bank: Residents/inmates of Huron Regional Centre (formerly Ontario Hospital School, Orillia).Retention and Disposal: Permanent.

# Immigrant Entrepreneur Program Files, 1976-1986 (RG9-59)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name and business address, names and addresses of partners, agreements,

applications for permanent residence, business proposals, correspondence regarding success in securing immigrant status, curriculum vitae, documents regarding property holdings, franchise agreements, leases.Uses: Research.Users: Researchers.Individuals in Bank: Immigrants requiring business assistance.Retention and Disposal: Permanent.

# Immigrant Patient Chest Disease Records, 1976-1985 (RG10-176)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name and medical information.Uses: Research.Users: Researchers.Individuals in Bank: Immigrants to Ontario with chest problems.Retention and Disposal: Permanent.

# Increase Lists (Civil Service Commission), 1944-1955 (RG25-C-4)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, institution, classification and salary, proposed salary and classification.Uses: Research; verify pension eligibility.Users: Researchers, former employees, heirs.Individuals in Bank: Former employees of the Ontario government, Ontario hospitals and reformatories, who terminated in 1945-1956 and who received a pay raise.Retention and Disposal: Permanent.

# Inmate Case Files - Ontario's Jails and Prisons, 1933-1974 (RG20-D; E; F)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name and case number, committal history, family.Uses: Research.Users: Researchers.Individuals in Bank: Inmates of provincially administered jails, lock-ups, correctional centres and prisons.Retention and Disposal: Permanent.

# Inmate Drug Control Records, 1966-1984 (RG20-I-1 to I-22)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Selected files of drug control sheets, indicating name of inmate, date, drug type, amount issued, prescribing doctor.Uses: Research.Users: Researchers.Individuals in Bank: Inmates of various Ontario jails and correctional facilities.Retention and Disposal: Permanent.

# Inmate Punishment Registers, 1974-1977 (RG20-D-20)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name of inmate, presiding official's name, reporting officer's name, type of infraction and type of punishment.Uses: Research.Users: Researchers.Individuals in Bank: Inmates who underwent punishment while in a provincial jail, prison or correctional facility, and Ministry of Correctional Service staff and police officers.Retention and Disposal: Permanent.

# Insurance Claims - Closed, 1977-1986 (RG42-14)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, incident description and correspondence, occupation, personal



insurance history.Uses: Research.Users: Researchers.Individuals in Bank: Claimants.Retention and Disposal: Permanent.

Jail Surgeons Registers, 1858-1973 (RG20-D; E; F)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name of patient and attending physician, date, diagnosis, medicine prescribed.Uses: Research.Users: Researchers.Individuals in Bank: Inmates of various Ontario jails and correctional facilities.Retention and Disposal: Permanent.

Jails and Asylums, Deportations, Notices and Returns, 1901-1916 (RG63-A-6; D)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, family, medical, deportation and employment information.Uses: Research.Users: Researchers.Individuals in Bank: Inmates and those who were deported.Retention and Disposal: Permanent.

Kingston Psychiatric Hospital Case Files, Registers and Rolls, 1855-1974 (RG10-20-F)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence.Uses: Research.Users: Researchers.Individuals in Bank: Patients of Kingston Psychiatric Hospital.Retention and Disposal: Permanent.

Lakeshore Psychiatric Hospital Casebooks and Registers, 1890-1964 (RG10-20-H)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence.Uses: Research.Users: Researchers.Individuals in Bank: Patients of Lakeshore Psychiatric Hospital.Retention and Disposal: Permanent.

Land Speculation Files, Ministry of Revenue (RG26-21)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name of land vendor and file number, addresses of vendors and purchasers, affidavits, deeds, descriptions of property and buildings, lien clearance certificates, offers to purchase, purchasers, value of land (including estimated fair market value).Uses: Research.Users: Researchers.Individuals in Bank: Land vendors and purchasers.Retention and Disposal: Permanent.

Langstaff Psychiatric Hospital Case Files, 1942-1960 (RG10-20-M)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence.Uses: Research.Users: Researchers.Individuals in Bank: Patients of Langstaff Psychiatric Hospital.Retention and Disposal: Permanent.

Legal Aid Case Files, 1975- (RG29-96)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name and financial information of applicants and recipients.Uses: Research.Users: Researchers.Individuals in Bank: Recipients of legal aid.Retention and Disposal: Permanent.

Liquor Licence Board of Ontario - Interdiction Files, 1987-1990 (RG36-13)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A. 27.Information Maintained: Name, address, telephone number, criminal record, letters of complaints, investigation reports from police departments, order of interdiction, report on completion of interdiction terms with recommendations, results of board hearings.Uses: Research.Users: Researchers.Individuals in Bank: Individuals placed on interdiction (Individuals to whom sale of alcohol is prohibited by the LLBO).Retention and Disposal: Permanent.

London Psychiatric Hospital Case Files, Registers and Rolls, 1867-1970 (RG10-20-C)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence.Uses: Research.Users: Researchers.Individuals in Bank: Patients of London Psychiatric Hospital.Retention and Disposal: Permanent.

Market-Value Survey of Rural Land, 1968-1975 (RG16-27)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, evaluation of land and tax levels by coded geographical area, property holdings and locations.Uses: Research.Users: Researchers.Individuals in Bank: Farmers.Retention and Disposal: Permanent.

Miniature Chest X-Rays (selected), 1977 (RG10-147)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, diagnostic codes, index slips, miniature chest X-ray film.Uses: Research.Users: Researchers.Individuals in Bank: Employees referred by doctors or employers for chest X-rays in Metropolitan Toronto.Retention and Disposal: Permanent.

Minister's Correspondence - Worker's Compensation Claims, 1930-1940 (RG7-5-2)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, company, correspondence regarding claims, nature of injury, occupational classification, photographs, press clippings, salary.Uses: Research.Users: Researchers.Individuals in Bank: Claimants.Retention and Disposal: Permanent.

Ministry of Education Personnel Records, 1844-1882 (RG2-L-5)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, religion, classification, salary, date of appointment, date of



resignation (including normal and model school personnel). Uses: Research. Users: Researchers. Individuals in Bank: Ministry of Education and Training personnel. Retention and Disposal: Permanent.

Minority Language (French) Teachers Bursary Program Files, 1972-1984 (RG32-9)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, social insurance number, age, course results, date of issue of Ontario Teaching Certificate or Letter of Standing, level of teaching, proof of course registration, proposed course, sex. Uses: Research. Users: Researchers. Individuals in Bank: Teachers seeking financial assistance. Retention and Disposal: Permanent.

Mother's Allowance Case Files (selected), 1923-1966 (RG29-36)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of applicant, eligibility reports. Uses: Research. Users: Researchers. Individuals in Bank: Selected applicants for Mothers' Allowance benefits. Retention and Disposal: Permanent.

Municipal Tax Reform Policy Files, 1970 (RG6-VIII-4)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, amount of tax relief received, location. Uses: Research. Users: Researchers. Individuals in Bank: Farmers. Retention and Disposal: Permanent.

New Venture Loans - Declined, 1986-1987; 1989 (RG9-104)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, social insurance number, address, business experience, business plan, citizenship status, date of birth, sex, education, gross annual income, home telephone number, most recent employer, personal finance and creditors, province of residence. Uses: Research. Users: Researchers. Individuals in Bank: Applicants who are Ontario residents and aged 18 years and older. Retention and Disposal: Permanent.

Observation and Detention Home Case Files (selected), 1970-1983 (RG60-51; 53; 54)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, behaviour reports, medical reports, registration and discharge information, school progress reports. Uses: Research. Users: Researchers. Individuals in Bank: Juveniles residing in Observation and Detention Homes. Retention and Disposal: Permanent.

Office of the Chief Coroner - Coroner's Inquest Files, 1963-1964 (RG33-G-2)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Reports and medical records from hospitals, pathologists, coroners and the Registrar General; coroner's statement, jury recommendations

from inquest, reports from police departments and Crown attorneys concerning death. Uses: Research. Users: Researchers. Individuals in Bank: Individuals whose death was investigated by a coroner and where the circumstances surrounding the death were felt by the coroner to warrant a formal inquest. Retention and Disposal: Permanent.

Office of the Chief Coroner - Coroner's Investigation Files, 1964 (RG33-G-1)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of the deceased, cause of death, coroner's name, forensic laboratory reports, inquest results, jurors' recommendations and police reports, post-mortem reports, verdicts. Uses: Research. Users: Researchers. Individuals in Bank: Individuals whose death was investigated by a coroner. Retention and Disposal: Permanent.

Office of the Fire Marshal - Fire Investigation Files (selected) (Large Loss Fires, Fatal Fires and Explosions), 1929-1977 (RG33-I-8)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, home address, date of birth and sex of parties involved, list of any injuries or fatalities, the date, location and area of building and the cause of the fire. Uses: Research. Users: Researchers. Individuals in Bank: Owners or occupants of buildings where fire occurred and/or owners, occupants or persons charged with fire-related offences. Retention and Disposal: Permanent.

Ontario Asylums Committal and Discharge Files, 1901-1931 (RG63-A-4)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Personal, family and medical history. Uses: Research. Users: Researchers. Individuals in Bank: Persons declared insane by the courts. Retention and Disposal: Permanent.

Ontario Career Action Program Trainee Files, 1977-1978 (RG32-5)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, social insurance number, address, age, copy of birth certificate or other proof of age and citizenship, education and employment history, internal counselling forms, letters of reference, report of academic standing, supervisor's monthly performance appraisals, trainee movement reports, work experience agreements. Uses: Research. Users: Researchers. Individuals in Bank: Graduate trainees applying to the Career Action Program. Retention and Disposal: Permanent.

Ontario Graduate Scholarship Program Files, 1963-1988 (RG32-8)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, sex, address, social insurance number, citizenship, mother tongue, education, proposed program of study and institution, other scholarships, transcripts, references and academic ranking. Uses:

Research.Users: Researchers.Individuals in Bank: Students seeking financial assistance for graduate studies.Retention and Disposal: Permanent.

Ontario Home Buyers' Grant Files, 1975-1979 (RG26)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, applicant's and spouse's social insurance number, birth date, maiden name, marital status, purchase price of home and date acquired, telephone numbers.Uses: Research.Users: Researchers.Individuals in Bank: Applicants to grant program.Retention and Disposal: Permanent.

Ontario Home Renewal Program Files (OHRP), 1974-1984 (RG43)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, financial data of homeowners applying for home renovation grants, municipality details and staff assessments.Uses: Research.Users: Researchers.Individuals in Bank: Applicants to grant program.Retention and Disposal: Permanent.

Ontario Medal for Firefighters Bravery - Recipients, 1984-1989 (RG74-17-5)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A. 27.Information Maintained: Files containing nominations sought through the firefighters community, fire reports, letters of acknowledgement, statements of witnesses, etc.Uses: Research.Users: Researchers.Individuals in Bank: Recipients of the Ontario Medal for Firefighters Bravery.Retention and Disposal: Permanent.

Ontario Medal for Good Citizenship - Recipients, 1984-1987 (RG74-17-6)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A. 27.Information Maintained: Files containing nominations sought through newspaper advertising, letters of acknowledgement, support letters, etc, regarding every recipient of the Ontario Medal for Good Citizenship.Uses: Research.Users: Researchers.Individuals in Bank: Recipients of the Ontario Medal for Good Citizenship.Retention and Disposal: Permanent.

Ontario Medal for Police Bravery - Nominations, 1977-1986 (RG74-17-3)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A. 27.Information Maintained: Files containing nominations sought throughout police community, letters of acknowledgement, police reports, statements of witnesses, etc.Uses: Research.Users: Researchers.Individuals in Bank: Nominees being reviewed to determine the annual recipients of the Ontario Medal for Police Bravery.Retention and Disposal: Permanent.

Ontario Medal for Police Bravery - Recipients, 1984-1989 (RG74-17-4)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A. 27.Information Maintained: Files containing

nominations sought throughout police community, letters of acknowledgement, police reports, statements of witnesses, etc.Uses: Research.Users: Researchers.Individuals in Bank: Recipients of the Ontario Medal for Police Bravery.Retention and Disposal: Permanent.

Ontario Provincial Police - Separated Commissioned Officers Staff Records, 1922-1945 (RG23-C-3)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, age, cases handled, employment history, salary.Uses: Research.Users: Researchers.Individuals in Bank: Constables promoted to commissioned officers.Retention and Disposal: Permanent.

Ontario Provincial Police Applications for Enrolment, 1909-1925 (RG23-C-1)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, age, background, personal history.Uses: Research.Users: Researchers.Individuals in Bank: Applicants.Retention and Disposal: Permanent.

Ontario Provincial Police Commendatory Correspondence, 1910-1976 (RG23-C-4)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name of OPP staff member, address, covering remarks of OPP management, nature of activity resulting in commendatory remarks, persons corresponding.Uses: Research.Users: Researchers.Individuals in Bank: OPP personnel.Retention and Disposal: Permanent.

Ontario Provincial Police Complaints Correspondence, 1910-1981 (RG23-C-6; C-7)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name of OPP staff member, names of persons corresponding, address, nature of activity resulting in complaint, specific complaint lodged, OPP investigative notes, notes on disciplinary action taken, covering remarks of OPP management.Uses: Research.Users: Researchers.Individuals in Bank: OPP personnel.Retention and Disposal: Permanent.

Ontario Provincial Police Criminal Investigation Reports, 1909-1977 (RG23-E-1 to E-126)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, criminal history reports, criminal investigation reports, fingerprints, maps, nature of crime committed, objects as evidence, photographs, sex.Uses: Research.Users: Researchers.Individuals in Bank: Persons under investigation.Retention and Disposal: Permanent.

Ontario Provincial Police Honours and Awards Correspondence, 1965-1979 (RG23-23)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1980, c.A.27.Information Maintained: Name, circumstances of action, correspondence, date, honour or award



given.Uses: Research.Users: Researchers.Individuals in Bank: Constables and officers.Retention and Disposal: Permanent.

Ontario Provincial Police Major Occurrence Reports, 1969-1983 (RG23-I)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, sex, criminal investigation reports, maps, photographs, fingerprints and criminal history reports, nature of crime and file number.Uses: Research.Users: Researchers.Individuals in Bank: Persons under investigation.Retention and Disposal: Permanent.

Ontario Provincial Police Private Investigators and Security Guards Licensing Files - Agencies, 1910-1974 (RG23-H-3)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name of agency, principal officers and employees, duplicate of licences issued, correspondence and complaints concerning agency and its employees, and investigative notes on complaints received.Uses: Research.Users: Researchers.Individuals in Bank: Private investigators and security guards.Retention and Disposal: Permanent.

Ontario Public Service Labour Relations Tribunal - Case Files, 1973-1975 (RG25)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name and address of individual, union and ministry, remedy requested and decision, type of complaint or request of grievance.Uses: Research.Users: Researchers.Individuals in Bank: Public servants affected by applications filed before the tribunal.Retention and Disposal: Permanent.

Ontario Special Bursary Plan Files, 1979-1983 (RG32-11)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, social insurance number, address, age, sex, citizenship, education and work history, income, marital status, number of children, residence history.Uses: Research.Users: Researchers.Individuals in Bank: Students seeking financial assistance for academic upgrading programs or part-time courses at post-secondary institutions.Retention and Disposal: Permanent.

Ontario Students Records, 1873-1924 (RG2)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, age, certificates and/or diplomas, examination results.Uses: Research.Users: Researchers.Individuals in Bank: Students.Retention and Disposal: Permanent.

Ontario Tuberculosis Register, 1940-1960 (RG10-233)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, OHIP number, address, bacteriology, case history, country of birth and origin, diagnosis, facts relevant to treatment, known close contacts, occupation, physician treating the case.Uses: Research.Users: Researchers.Individuals in Bank: Individuals

with active or reactivated tuberculosis.Retention and Disposal: Permanent.

Order of Ontario - Nominations, 1987-1989 (RG74-17-1)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Files containing nominations sought through newspaper advertisements, letters of acknowledgement, pertaining to the eligibility of the nominee, support letters.Uses: Research.Users: Researchers.Individuals in Bank: Nominees being reviewed for possible receipt of the Order of Ontario.Retention and Disposal: Permanent.

Order of Ontario - Recipients, 1987 (RG74-17-2)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Files containing nominations sought through newspaper advertisements, etc, letters of acknowledgement, pertaining to each recipient of the Order of Ontario, support letters.Uses: Research.Users: Researchers.Individuals in Bank: Recipients of the Order of Ontario.Retention and Disposal: Permanent.

Pathology Reports and Slides - Thunder Bay, 1947-1966 (RG10-62)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, case number, medical and diagnostic information.Uses: Research.Users: Researchers.Individuals in Bank: Patients of Northern Ontario hospitals for whom tissue samples were submitted for pathological analysis.Retention and Disposal: Permanent.

Patient Case Files - Syphilis, 1920-1981 (RG10-223)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, medical history.Uses: Research.Users: Researchers.Individuals in Bank: People reported to have syphilis.Retention and Disposal: Permanent.

Patients Medical Records - Closed Private Hospitals, 1969-1970 (RG10-232)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Includes patients' personal medical files, data on patients' identification, diagnosis, doctor's orders, examinations, medical drug record and written records of medical history, nurses' notes relating to the patient, progress notes and related matters.Uses: Research.Users: Researchers.Individuals in Bank: Patients of private hospitals.Retention and Disposal: Permanent.

Penetanguishene Mental Health Centre Case Files and Registers, 1904-1977 (RG10-20-J)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence.Uses: Research.Users: Researchers.Individuals in Bank: Patients of Penetanguishene Mental Health Centre.Retention and Disposal: Permanent.



Personnel Files (former Department of Mines) (RG13-D-1)  
Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Employee name, address, age, chest X-ray reports, educational history, group insurance numbers, health category reports, marital status, past employment, performance appraisals, salary.Uses: Research.Users: Researchers.Individuals in Bank: Personnel, former Department of Mines.Retention and Disposal: Permanent.

Personnel Files - Archives of Ontario, 1977 (RG17-3)  
Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, age, recommendations, salary.Uses: Research.Users: Researchers.Individuals in Bank: Selected employees.Retention and Disposal: Permanent.

Personnel Files - Ministry of Labour, 1934-1973 (RG7-107)  
Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, age, date of birth, education, employee interviews, employee number, job applications, job name and code, marital status, physical description, qualifications, recommendations, salary and benefits, social insurance number, telephone number, vacation/holiday credits, war record.Uses: Research.Users: Researchers.Individuals in Bank: Senior civil servants employed by the Ministry of Labour.Retention and Disposal: Permanent.

Personnel Files - Provincial Board of Health, 1904-1921 (RG62-B-3-A)  
Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, duties, salary.Uses: Research.Users: Researchers.Individuals in Bank: Selected officers.Retention and Disposal: Permanent.

Pesticides Complaints and Investigations Files - Investigation Files, 1964-1979 (RG12-57-1)  
Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, records of fines charged for improper use, and/or application of pesticides, investigation details, legal documents.Uses: Research.Users: Researchers.Individuals in Bank: Complainants and charged or investigated companies.Retention and Disposal: Permanent.

Practitioners Register Catalogue, 1977-1980 (RG30-20)  
Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, district, licence and date, practice type.Uses: Research.Users: Researchers.Individuals in Bank: Registered medical practitioners.Retention and Disposal: Permanent.

Prison and Jail Registers, 1832-1976 (RG20-E; F)  
Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, age, date, date of discharge and magistrate's remarks, education, height, inmate number, marital status, offence, physical description,

place and term of conviction, sex.Uses: Research.Users: Researchers.Individuals in Bank: Inmates.Retention and Disposal: Permanent.

Private Manuscript Donor Index  
Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Donor's name, address, date of the accession, terms of accession and accession number.Uses: Maintain control over private manuscript accessions.Users: Archives staff.Individuals in Bank: Donors.Retention and Disposal: Permanent.

Private Scholarships Files, 1926-1988 (RG2-234)  
Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, cheque payment, recommendation letters, sex, transcripts of marks.Uses: Research.Users: Researchers.Individuals in Bank: Elementary, secondary and first-year university students recommended by their schools for private scholarships.Retention and Disposal: Permanent.

Probation and Aftercare Files, Juvenile (selected), 1952-1985 (RG60-55)  
Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, family and educational information.Uses: Research.Users: Researchers.Individuals in Bank: Juvenile wards and parolees.Retention and Disposal: Permanent.

Probation and Parole Files (selected from various Ontario locations), 1972-1988 (RG20-G-1 to G-17)  
Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, age, relatives, criminal offences, probation and parole ordered, compliance with probation officials, notes of meetings and difficulties, background documentation of individual's social milieu.Uses: Research.Users: Researchers.Individuals in Bank: Individuals granted probation or parole.Retention and Disposal: Permanent.

Producer Audit Files, Milk Commission of Ontario, 1963-1973 (RG16-169)  
Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name of producer, audit and investigation reports on operations and financial condition, correspondence, financial statements and exhibits.Uses: Research.Users: Researchers.Individuals in Bank: Milk producers.Retention and Disposal: Permanent.

Producer Files, Fund for Milk and Cream Producers, 1965-1976 (RG16-169)  
Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, confidential financial reports and fee collection sheets, financial statements.Uses: Research.Users: Researchers.Individuals in Bank: Milk producers.Retention and Disposal: Permanent.

Professional Credentials - Inactive Nurses, 1912-1969 (RG10-236)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Professional qualifications, employment history, financial data.Uses: Research.Users: Researchers.Individuals in Bank: Public health nurses trained in Ontario and formerly employed in local official health agencies.Retention and Disposal: Permanent.

Provincial Benefits Case Review Files (selected), 1978-1980 (RG29-02)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, medical, financial data re benefits recipients being reviewed for eligibility.Uses: Research.Users: Researchers.Individuals in Bank: Recipients of provincial welfare benefits who have problems with or questions concerning eligibility or entitlement.Retention and Disposal: Permanent.

Psychiatric Hospitals Master Patient and Resident Index, 1870-1975 (RG10-20-A-4)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Personal and medical history.Uses: Research.Users: Researchers.Individuals in Bank: Patients of psychiatric hospitals.Retention and Disposal: Permanent.

Psychiatric and Retarded Patients Correspondence, 1962-1971 (RG10-60)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Personal, medical and family history.Uses: Research.Users: Researchers.Individuals in Bank: Psychiatric and retarded patients.Retention and Disposal: Permanent.

Public Health Nurses Staff Files, 1927-1935 (RG10-30-A-6)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name and educational information.Uses: Research.Users: Researchers.Individuals in Bank: Public health nurses.Retention and Disposal: Permanent.

Public Service Grievance Board (Ontario Joint Council) - Classification Grievance Files, 1962-1973 (RG25)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Names of employees who were appellants, addresses, remedy requested and decision, respondents, type of grievance, witnesses.Uses: Research.Users: Researchers.Individuals in Bank: Public service employees.Retention and Disposal: Permanent.

Public Service Grievance Board - Completed Grievance Files, 1960-1975 (RG25, 0-1-1)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Names of employees and ministry who were appellants, addresses, remedy requested and decision, respondents, type of grievance,

witnesses.Uses: Research.Users: Researchers.Individuals in Bank: Non-bargaining unit public servants who have filed for a hearing before the board.Retention and Disposal: Permanent.

Queen Street Mental Health Centre Admission Orders and Histories, Case Files and Registers and Rolls, 1841-1980 (RG-10-20-B)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence.Uses: Research.Users: Researchers.Individuals in Bank: Patients admitted to Queen Street Mental Health Centre.Retention and Disposal: Permanent.

Reading Room Daily Register - Archives of Ontario (RG17)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, locker number, research pass number, time of arrival, time of departure.Uses: Identify bona fide users of the archives; maintain security of archival holdings issued to specific users; assist in research and statistical reports; assist in space allocation.Users: Archives staff.Individuals in Bank: Registered Archives researchers.Retention and Disposal: Ten years, then transferred to archives. (Under review).

Reading Room Registration Records - Archives of Ontario (RG17)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, personal identifier, subject of research, telephone number, type of research.Uses: Identify bona fide users of the archives; maintain security of archival holdings issued to specific users; assist in research and statistical reports; assist in space allocation; allow contact with users to whom specific materials are issued in case of loss, legal restrictions or violations.Users: Archives staff.Individuals in Bank: Archives researchers.Retention and Disposal: Five years, then destroyed. (Under review).

Reading Room Request Slips - Archives of Ontario (RG17)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name of researcher, date material ordered/returned, identification of archival material ordered, relevant access restriction, research pass/locker number.Uses: Tracking of archival material issued to/returned by researchers in archives reading room.Users: Archives staff.Individuals in Bank: Registered Archives researchers.Retention and Disposal: Three years, then destroyed. (Under review).

Record of Revenue Transactions (Archives of Ontario)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, identifier number, payment record, request information.Uses: Log information requested; prepare production copies; record and report revenue transactions; prepare statistical reports.Users: Managers, Information and Resource Operations



staff.Individuals in Bank: Users of research/reproduction services.Retention and Disposal: Not determined.

Records of the Victoria Industrial School, Mimico, 1887-1935 (RG8-II-25-C)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name and case number of inmate, abilities, activities, address, aptitudes, character, date and place of birth, education, employment history, family details, health, medical history, physical description, record of offences and punishments.Uses: Research.Users: Researchers.Individuals in Bank: Juvenile inmates aged 14-21.Retention and Disposal: Permanent.

Refund Bonus Certificates, 1873-1874 (RG11-I)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, age, occupation and nationality of those immigrants paid to come to Ontario.Uses: Research.Users: Researchers.Individuals in Bank: Immigrants who came to Ontario and settled for minimum of three months, their sponsors.Retention and Disposal: Permanent.

Regional Children's Centre Case Files - Thunder Bay (selected), 1964-1979 (RG29-76)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Outpatient's registration/termination, art work, case formulation, date of birth, family background, parent evaluation, progress notes, psychological report.Uses: Research.Users: Researchers.Individuals in Bank: Children in Regional Children's Centre, Thunder Bay.Retention and Disposal: Permanent.

Rehabilitation Case Files - "A" and "R" (selected), 1968-1986 (RG29-38)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name and case number, financial and educational information, medical.Uses: Research.Users: Researchers.Individuals in Bank: Applicants and recipients of vocational rehabilitation services.Retention and Disposal: Permanent.

Rent Review Operating Files - Residential Tenancy Commission, 1979-1984 (RG43)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Names and addresses of landlords and tenants, applications for rent review (increase, rebate or reduction) by landlords or tenants, supporting financial documentation.Uses: Research.Users: Researchers.Individuals in Bank: Tenants and landlords.Retention and Disposal: Permanent.

Reports - Worker's Compensation Board, 1957 (RG39-1)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name of claimant, address of employer, attending physician, cause of occupational disease, claim number, employer, occupation, parts of body affected.Uses: Research.Users: Researchers.Individuals

in Bank: Claimants, employer of claimant, physicians.Retention and Disposal: Permanent.

Residents' Files - Closed Nursing Homes, 1965-1972 (RG10-238)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, age, billing and other accounting information, diagnoses, examinations, medical and drug history of resident, physician's orders and progress notes.Uses: Research.Users: Researchers.Individuals in Bank: Discharged or deceased residents of closed nursing homes.Retention and Disposal: Permanent.

Residents/Clients Medical Individual Assessment and Program Files (Huron Regional Centre), 1876-1971 (Admissions 1876-1933) (RG29-25-2)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, admission and discharge summaries, date of birth, education, individual program planning information, medical treatment, sex, social history.Uses: Research.Users: Researchers.Individuals in Bank: Former clients of this facility for the developmentally handicapped.Retention and Disposal: Permanent.

Secondary School Inspectors' Reports and Principals' Statements, 1854-1971 (RG2- G-1-A; G-1-B; G-1-D; G-2-A to G-2-C; I-1)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, salary, religion, certification, opinions regarding the experience, character, qualifications and quality of teachers in public, private and separate schools, by geographical location.Uses: Research.Users: Researchers.Individuals in Bank: Teachers.Retention and Disposal: Permanent.

Selected Adult Inmate Case Files: Main Office Copy, 1933-1961 (RG20-D-1)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, birth place, date of birth, dependants, education background, immigration date, marital status, nationality, religion, occupation, previous convictions, offence, sentence, name of judge, release date.Uses: Research.Users: Researchers.Individuals in Bank: Adult inmates (16 years of age and older) committed to a provincial jail, prison or correctional facility; Ministry of Correctional Services employees and police officers.Retention and Disposal: Permanent.

Social Assistance Review Board Notices of Decision, 1969-1984 (RG29-129)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, case number and eligibility information about recipients.Uses: Research.Users: Researchers.Individuals in Bank: Welfare recipients.Retention and Disposal: Permanent.



Socio-Economic Problems of Eastern Ontario Farm Families, 1963-1967 (RG16-26)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, personal income statistics, property evaluation, property holdings, survey data and reports by geographical code.Uses: Research.Users: Researchers.Individuals in Bank: Farm families.Retention and Disposal: Permanent.

Soldiers Aid Commission Canteen Fund Files (selected), 1929-1976 (RG29-65)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, financial, family and medical information re applicants and recipients.Uses: Research.Users: Researchers.Individuals in Bank: Recipients of aid.Retention and Disposal: Permanent.

Special Investigations Branch - Tax Investigation Files, 1972-1985 (RG26-27)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name of individuals or companies under investigation, age, business position, financial business information.Uses: Research.Users: Researchers.Individuals in Bank: Individuals or companies suspected of non-compliance with the requirements of tax revenue statutes and grants program administration.Retention and Disposal: Permanent.

Special Scholarships and Fellowships Files, 1975-1983 (RG32-13)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, social insurance number, address, intended program of study and name of institution, language of instruction, letters of recommendation, mother tongue, residence history, sex, telephone, transcripts.Uses: Research.Users: Researchers.Individuals in Bank: Students seeking financial assistance.Retention and Disposal: Permanent.

Special/Auxiliary Education and Provincial Schools Records, 1872-1975 (RG2-K-3; K-4)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, IQ and examination results, address, age, family, medical and education histories of students with physical and learning disabilities.Uses: Research.Users: Researchers.Individuals in Bank: Students with physical and learning disabilities.Retention and Disposal: Permanent.

Student Venture Capital Program Files, 1981-1983 (RG54-29)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, follow-up correspondence, personal information, recommendation for approval of loan, repayment cheques.Uses: Research.Users: Researchers.Individuals in Bank: Students and organizations participating in program.Retention and Disposal: Permanent.

Student Venture Capital Rejected/Cancelled Loan Application Files, 1984 (RG54)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, social insurance number, Student Venture Program rating, address, business address, business plan, contracts with Ministry of Skills Development, contracts with third parties, credit profile, educational history, references, telephone number.Uses: Research.Users: Researchers.Individuals in Bank: High school, community college and university students applying for Student Venture Capital loans.Retention and Disposal: Permanent.

Subrogation Files, 1968-1980 (RG39-3)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, social insurance number, address of injured worker, claim file number, defendants and representatives, interpretations and legal opinions, medical information, public liability insurance particulars, wage information and employment history.Uses: Research.Users: Researchers.Individuals in Bank: Employees receiving Workers' Compensation benefits, WCB staff, legal representatives, physicians.Retention and Disposal: Permanent.

Subsidies Branch - Farm Tax Reduction Program, 1970-1975 (RG50)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Names and addresses of farmers, farm property assessment and ownership information, land use, property taxes paid, roll number, school support.Uses: Research.Users: Researchers.Individuals in Bank: Farmers receiving rebates on property taxes.Retention and Disposal: Permanent.

Subsidies Branch - Provincial Properties Program, 1969-1980 (RG50)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Names and addresses of tenants of provincial properties, property assessment and ownership information, school support, share of property taxes paid and land use.Uses: Research.Users: Researchers.Individuals in Bank: Tenants of provincial properties.Retention and Disposal: Permanent.

Summer Language Bursary Program Files, 1971-1986 (RG32-12)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, social insurance number, address, telephone number, age, citizenship, education, employment history, name and address of student's parents, sex, student's evaluation of course, telephone number of student's parents.Uses: Research.Users: Researchers.Individuals in Bank: Students seeking financial assistance for second-language immersion courses.Retention and Disposal: Permanent.

Surrey Place Centre Residents' Medical and Residential Files, 1966-1969 (RG29-94)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, admission and discharge summaries, date of birth, education, individual program planning information, medical treatment, sex, social history. Uses: Research. Users: Researchers. Individuals in Bank: Residents of Surrey Place Centre for the Developmentally Handicapped. Retention and Disposal: Permanent.

Tax Appeals Branch - Precedent Case Files, 1971-1987 (RG26-58)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, old age security number, social insurance number, account number, address, correspondence and replies, financial transactions, legal opinions, permit number, personal opinions, telephone number, third party references. Uses: Research. Users: Researchers. Individuals in Bank: Individuals filing a notice of appeal with the Tax Appeals Branch, Ministry of Revenue. Retention and Disposal: Permanent.

Tax Appeals, Closed Files, 1981-1982 (RG26-57)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, old age security number and social insurance number, account number, address, correspondence and replies, financial transactions, legal opinions, permit number, personal opinions, telephone number, third party references. Uses: Research. Users: Researchers. Individuals in Bank: Individuals filing a notice of appeal with the Tax Appeals Branch, Ministry of Revenue. Retention and Disposal: Permanent.

Tax Objections, Closed Files, 1971-1982 (RG26-29)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, old age security number and social insurance number, account number, address, correspondence and replies, financial transactions, legal opinions, permit number, personal opinions, telephone number, third party references. Uses: Research. Users: Researchers. Individuals in Bank: Individuals filing a notice of objection with the Tax Appeals Branch, Ministry of Revenue. Retention and Disposal: Permanent.

Teachers' Files - Ontario Teachers, 1968-1976 (RG2-280)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, account number, address, correspondence and replies, financial transactions, legal opinions, old age security number, permit number, personal opinions, social insurance number, telephone number, third party references. Uses: Researchers. Users: Researchers. Individuals in Bank: Teachers who are qualified to teach in Ontario and teachers who are suspended from teaching. Retention and Disposal: Permanent.

Teachers' Superannuation Records, 1852-1948 (RG2-M-1-A to M-1-C; M-2)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, amount of pension contributed/received, date of death of superannuated teachers and inspectors, certificate of moral character, date of retirement, medical certificate, registered number, years of service. Uses: Research. Users: Researchers. Individuals in Bank: Retired teachers and inspectors applying for and receiving pension benefits. Retention and Disposal: Permanent.

Teachers' and Principals' Application, Examination and Certification Records, 1847-1975 (RG2-H-1 to H-3)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, IQ, address, age, vocational specialists, certificate issue and expiry dates, certificate of moral character, certificates and/or degrees held, course, education and teaching history of teachers, examination results, instructor's remarks, letter of standing number, municipal recreation directors, principals, religion. Uses: Research. Users: Researchers. Individuals in Bank: Teachers and principals. Retention and Disposal: Permanent.

Thalidomide Case Files, 1962-1976 (RG10-187)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Names of Ontario residents affected by thalidomide, medical and financial information. Uses: Legal and historical. Users: Historians, sociologists, statisticians and lawyers. Individuals in Bank: Ontario residents affected by thalidomide. Retention and Disposal: Permanent.

Toronto (Don) Jail Staff Files, 1955-1974 (RG20-F-43; K-10 to K-18)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, application, appraisal reports and photographs, background information, correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Staff of the Toronto (Don) Jail. Retention and Disposal: Permanent.

Toronto Reception Hospital for the Insane Case Files and Registers, 1914-1920 (RG10-20-G)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Patients of Toronto Reception Hospital for the Insane. Retention and Disposal: Permanent.

Toronto Training School for Girls Jail Register, Index Record Book and Admission Examination Book, 1952-1958 (RG60-35; 36; 37)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, date of admission, date of discharge, demographic data, medical and



family history, offence and sentence.Uses: Research.Users: Researchers.Individuals in Bank: Juvenile wards in the Ontario Training School for Girls, Toronto.Retention and Disposal: Permanent.

Training School Advisory Board (Main Office) Ward Files (selected), 1890s-1985 (RG60)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, family history, juvenile court proceedings, medical, psychological and academic reports.Uses: Research.Users: Researchers.Individuals in Bank: Juvenile wards in the Ontario Industrial and Training Schools.Retention and Disposal: Permanent.

Training School Advisory Board Admission Registers, 1931-1968 (RG60-2)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, date and status of admission, place of residence.Uses: Research.Users: Researchers.Individuals in Bank: Youths admitted or committed to training school.Retention and Disposal: Permanent.

Trends in Farm Abandonment Study, 1956-1962 (RG16-25)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, analysis of information, financial evaluation, location of property, maps and final reports by geographical code, personal income statistics, surveys undertaken.Uses: Research.Users: Researchers.Individuals in Bank: Farmers.Retention and Disposal: Permanent.

Trust Files of Deceased Persons (selected), 1944-1976 (RG4-54)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, social insurance number and other personal documents, cards and other personal documents, cheques, correspondence and other personal papers, financial statements and financial management accounts, year of death.Uses: Research.Users: Researchers.Individuals in Bank: Individuals committed to provincial institutions as insane or otherwise unable to manage their affairs, and who are now deceased.Retention and Disposal: Permanent.

Trust Files of Persons Released from Institutions for the Insane, 1966 (RG4-54)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, social insurance number, financial information, personal history, year of release.Uses: Research.Users: Researchers.Individuals in Bank: Individuals released from institutions for the insane.Retention and Disposal: Permanent.

Venture Capital Program Files, 1974-1980 (RG 32-38)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, application, business experience, citizenship status, date of birth, education, final income statement, gross annual income, loan contract, personal finance and creditors, rating sheet, sex, social

insurance number, telephone number.Uses: Research.Users: Researchers.Individuals in Bank: All applicants who are Ontario residents aged 15 or over and who are eligible to work in Ontario.Retention and Disposal: Permanent.

Whitby Psychiatric Hospital Hemodialysis Files, 1978-1980 (RG10-20-N)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Patient name, admission and discharge dates, information regarding hemodialysis treatment, mental and medical history, related correspondence.Uses: Research.Users: Researchers.Individuals in Bank: Hemodialysis patients at Whitby Psychiatric Hospital.Retention and Disposal: Permanent.

Will and Grant Probate Administration, 1813-1967 (RG22)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, accompanying affidavits, application, bonds, copy of grant of probate, inventory of goods, original will and codicil.Uses: Research.Users: Researchers.Individuals in Bank: Deceased persons whose wills have been probated.Retention and Disposal: Permanent.

Women's Employment Case Files, 1979-1987 (RG29-56)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, case profile of financial, employment, social data.Uses: Research.Users: Researchers.Individuals in Bank: Applicants for and recipients of assistance.Retention and Disposal: Permanent.

Worker's Compensation Board - Exit Staff Cards, 1948-1981 (RG39-7)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, address, disabilities, emergency contact, level of education, physical limitations, position and salary record, reason for termination of employment, telephone number.Uses: Research.Users: Researchers.Individuals in Bank: Employees of the Worker's Compensation Board.Retention and Disposal: Permanent.

Worker's Compensation Board - Social Work Intervention Files, 1981-1985 (RG39-8)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, social insurance number, WCB client number, address, interviews with injured workers and family, sociological assessment of worker's condition, telephone number.Uses: Research.Users: Researchers.Individuals in Bank: Clients readmitted to Downsview Rehabilitation Centre.Retention and Disposal: Permanent.

Young Offenders Case Files, 1983- (RG60-57)

Location: Archives of Ontario.Legal Authority: Archives Act, R.S.O. 1990, c.A.27.Information Maintained: Name, admission and discharge documents, case supervision and related correspondence, criminal offences, data on parents, date of



birth, education, financial information, guardianship status, medical and behavioural information. Uses: Research. Users: Researchers. Individuals in Bank: Young offenders and youths awaiting court appearance. Retention and Disposal: Permanent.

#### Young Offenders' Case Files, 1927-1984 (RG22)

Location: Archives of Ontario. Legal Authority: Young Offenders' Act, 1986, c.32, Canada; Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, educational reports, nature of offence, psychiatric reports, sex. Uses: Research. Users: Researchers. Individuals in Bank: Young offenders under 18 years of age. Retention and Disposal: Permanent.

### **Public Records**

#### Action Matters - Supreme, County, District and Surrogate Courts of Ontario, 1861-1967 (RG22)

Purpose: Research. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, age, family situation, financial status, indexes, living conditions, occupation, order books, orders and judgements, procedure books. Retrievability: Name and registration number. Retention and Disposal: Permanent. Access Procedures: Written request. Archivist of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

#### Applications for Refund (Bonus), 1872-1876 (RG11-J)

Purpose: Historical. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, occupation and nationality of those immigrants paid to come to Ontario. Retrievability: Name. Retention and Disposal: Permanent. Access Procedures: Written request. Archivist of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario M5S 1B3, telephone: (416) 327-1602.

#### Arrival/Destination Records, 1862-1881 (RG11-M)

Purpose: Historical. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Names of ships bringing immigrants to Ontario, arrival dates, destination in Ontario, names of immigrants, nationalities, ages, occupations. Retrievability: Name. Retention and Disposal: Permanent. Access Procedures: Written request. Archivist of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

#### Assessment Roll Microfiche, 1981-1986 (RG26-46)

Purpose: Research. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, and value for assessment purposes, citizenship if Canadian, occupancy status, physical inventory and legal description of property owned or leased, religion if Roman Catholic, roll number, school system supported, sex. Retrievability: Name, assessment roll number, region, property. Retention and Disposal: Permanent. Access Procedures: Self-service microfilm in public reading room of the Archives of Ontario, 77 Grenville Street, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

#### Land Tax Registers, Exempted Properties, Unorganized Territories (RG26-19)

Purpose: Historical. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of owner, address, lot location, penalties, taxes paid, taxes unpaid, value of land and/or improvements. Retrievability: District, township, name. Retention and Disposal: Permanent. Access Procedures: Written request. Archivist of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone (416) 327-1602.

#### Land Transfer Tax Affidavits from Regional Assessment Offices, 1981-1983 (RG26-52)

Purpose: Research. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Contains legal description and location of land, transferee's name, address, solicitor and residency status, transferor's name, financial particulars re allocation of consideration, assessment and conveyance information, selected records of affidavit of residence, value of consideration for conveyance with direct payment of land tax. Retrievability: Receipt number by Land Registry Office No. Retention and Disposal: Permanent. Access Procedures: Written request. Archivist of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

#### Marriage Registers Collection, 1800-1948 (RG8-I-6-A to I-6-D; MS248)

Purpose: Historical. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of bride and groom, ages, place of birth, residence, parents, witnesses, marriage date, denomination, clergy, and some birth, baptism and death registrations. Retrievability: District, county, clergy or church/mission, then name. Retention and Disposal: Permanent. Access Procedures: Self-service microfilm in public reading room of the Archives of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario M5S 1B3, telephone: (416) 327-1602.

#### Vital Statistics - Births, 1869-1896 (RG80)

Purpose: Historical. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, date of birth, place of birth, sex, maiden name of mother, name of accoucheur, name of physician, names of parents, rank of profession/occupation of father, registration date, registration number, signature and residence of father. Retrievability: Name and registration number. Retention and Disposal: Permanent. Access Procedures: Written request. Archivist of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

#### Vital Statistics - Deaths, 1869-1921, 1939-1947 (RG80)

Purpose: Historical. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, sex, county of registration, date and cause of death, date and number of registration, informant's name and description, physician in attendance, place of birth of the deceased, rank of profession/occupation, religious affiliation. Retrievability: Name and registration number. Retention and Disposal:

Permanent.Access Procedures: Written request. Archivist of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

Vital Statistics - Marriages, 1858-1911 (RG80)

Purpose: Historical.Legal Authority: Archives Act, R.S.O.

1990, c.A.27.Information Maintained: Names of bride and groom, ages and residence, date and number of registration, date and place of marriage, maiden name of mothers, marital status, occupation, parents' names, place of birth, religious denomination, name of clergy, witnesses' names and residences.Retrievability: Name and registration number.Retention and Disposal: Permanent.Access Procedures: Written request. Archivist of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

# MINISTRY OF THE ATTORNEY GENERAL

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## Head

Attorney General  
11th Floor, 720 Bay Street  
Toronto, Ontario  
M5G 2K1  
(416) 326-4000

## Access

Freedom of Information and Privacy Coordinator  
Ministry of the Attorney General  
5th Floor, 720 Bay Street  
Toronto, Ontario  
M5G 2K1  
(416) 326-4300

A public reading room for the review of manuals and other information is open during regular office hours on the fifth floor at 720 Bay Street, Toronto.

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The Attorney General is given a wide range of powers. A number of the duties of the office have been set out specifically by Ontario statute. The Ministry of the Attorney General Act provides for the Attorney General, as the law officer of the Executive Council, to ensure that administration of public affairs is in accordance with the law; superintend all matters connected with the administration of justice in Ontario; perform the duties and hold the powers that belong to the Attorney General and Solicitor General of England by law or usage, so far as those duties and powers are applicable to Ontario; advise the government and superintend all matters of a legislative nature; advise heads and departments and agencies of government in their legal matters; and conduct and regulate all litigation for and against the Crown.

The Federal Minister of Justice for Canada has Legislative authority for the substantive areas of criminal law and procedure, and asserts some independent right to prosecute certain classes of offences. The provincial Attorneys General of Canada have paramount responsibility to superintend all aspects of the administration of justice.

## Deputy Attorney General's Office

### Communications Branch

The Communications Branch provides information, establishes communications policy for the ministry; and provides communications counsel and support to its clients, the Minister and the Deputy Minister. Activities include communications

planning, implementing media relations, advertising, answering public inquiries, and producing and distributing publications and communications materials such as audio-visual materials and speeches. Copies of ministry publications on family law, family support plan, small claims court and other public legal information can be obtained by writing to the branch or by visiting the walk-in centre at 720 Bay Street, 1st Floor. Hours of operation are Monday to Friday 9:00 a.m. - 4:30 p.m. Bilingual services are available.

### Common Records

Career Planning/Training  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Job Competitions and Applications  
Medical Information (Personnel)  
Performance Management  
Scholarships and Awards  
Travel/Expense Accounts  
Workers' Compensation

### General Classes or Types of Records

Automatic Wage Deduction  
Being a Witness  
Court Reform Booklet  
Crimes Courts and Consequences  
Criminal Injuries Compensation Poster  
Directions for Income Sources  
Enjoying and Protecting our Land  
FSP Lawyers Guide  
FSP Tips for Support Payors  
FSP Tips for Support Recipients  
Family Support Plan - Guide  
How to Make Small Claims Court Work for You  
It Doesn't Hurt to Help  
Justice in Both Languages  
Playing Your Part in Our Justice System  
Police Complaints Commission Booklet  
Supervised Access  
We Care for Victims of Crime  
We Help You Feel More Comfortable With The Court Process  
What Men and Women Should Know About Family Law  
What's My Job in Court  
Your Day in Court

### Drinking/Driving Countermeasures Office

The Drinking/Driving Countermeasures Office coordinates efforts to prevent impaired driving in Ontario. The office provides information to the public, coordinates and assists regional and local anti-drinking and driving groups, sponsors and conducts research on drinking drivers, and provides advice on matters of government policy.



The office also administers the Community Action Grants program which funds community groups active in the fight against drinking and driving.

The office produces and distributes a variety of educational materials including statistical information, pamphlets, posters, window decals and audio visual materials to increase public awareness about the issue. In addition, an annual advertising campaign is conducted to remind Ontarians of the dangers and consequences of impaired driving.

#### **Common Records**

Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Performance Management  
Professional Development  
Travel/Expense Accounts

### **Civil Law Division**

This program provides legal representation for the Crown in right of Ontario before all courts and tribunals in the Province in all areas of civil law, and legal services to the government and its agencies. This division is responsible for the supervision and coordination of all counsel in the Crown Law Office, Civil and in the Legal Services branches in all other ministries of the government and is responsible for the administration of the offices of the Official Guardian and the Public Trustee.

#### **Crown Law Office - Civil**

This office provides the Ontario government with legal services for civil litigation matters in all levels of courts, boards and tribunals. Professional advice and legal opinions are offered to all government ministries, agencies and tribunals on a variety of subjects, including interpretation of provincial legislation. The office also examines applications for judicial review to determine if an intervention will be made on behalf of the Attorney General and deals with claims for and against the Crown.

#### **Common Records**

Career Planning/Training  
Employment Application Inventory  
Litigation Files

#### **General Classes or Types of Records**

Conflict of Interest  
Federal-Provincial Conference Materials  
International Civil Procedure Files  
Legal Opinions  
Retention of Lawyers from the Private Sector

### **Personal Information Banks**

#### International Child Abduction Files

Location: Crown Law Office - Civil. Legal Authority: Ministry of the Attorney General Act, R.S.O. 1980, c.271, s.5; Children's Law Reform Act R.S.O. 1980, c.68 as amended by S.O. 1982, c.20, s47. Information Maintained: Name, address, telephone number, date of birth, financial data, national origin and citizenship data, marital or family status. Uses: Fulfil obligations as designated central authority in applications brought for the return of abducted children under the Hague Convention on the Civil Aspects of International Child Abduction. Users: Crown law officers and support staff. Individuals in Bank: Persons for or against whom applications for the return of abducted children have been brought; children who are the subjects of such applications. Retention and Disposal: Thirty years, then archived.

#### Legal Advisory Files

Location: Crown Law Office - Civil. Legal Authority: Ministry of the Attorney General Act, R.S.O. 1980, c.271, s.5. Information Maintained: Name, address, telephone number, age, medical, financial, education and employment information. Uses: Provide legal advice on matters concerning government to ministries and agencies. Users: Crown law officers and support staff. Individuals in Bank: Persons whose affairs may be the subject of legal advice requested from the Crown Law Office - Civil. Retention and Disposal: Thirty years, then archived.

#### Litigation Files

Location: Crown Law Office - Civil. Legal Authority: Ministry of the Attorney General Act, R.S.O. 1980, c.271, s.5. Information Maintained: Name, address, telephone number, age, medical, financial, education and employment information. Uses: Provide bases for litigation for and against the Crown, ministries or agencies. Users: Crown law officers and support staff. Individuals in Bank: Persons for against whom the Crown Law Office - Civil has carriage of litigation. Retention and Disposal: Thirty years, then archived.

### **Official Guardian Branch**

The office of the Official Guardian investigates, advocates, protects and represents the personal and property rights and obligations of persons under a disability at law, usually minors, in proceedings before the courts and tribunals of Ontario.

The Official Guardian provides legal services primarily for children under Section 112 and 89(3) Courts of Justice Act, the Rules of the Courts, the Child and Family Services Act and the parens patriae jurisdiction of the Ontario Court (General Division).

#### **Common Records**

Career Planning/Training  
Employee Personnel, Payroll and Benefits Records

FUTURES Program Applicants and Participants  
 Freedom of Information and Protection of Privacy Act Requests  
 General Employment History and Payroll Information  
 Grievances and Applications  
 Identity/Employee Card  
 Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
 Job Competitions and Applications  
 Litigation Files  
 Travel/Expense Accounts

### General Classes or Types of Records

International Child Abduction Files  
 Legislation and Policy Development (Official Guardian)  
 Revenue and Payments to Agents (Official Guardian)

### Personal Information Banks

#### Child Representation (custody/access)

Location: Official Guardian Branch. Legal Authority: Courts of Justice Act, R.S.O. 1990, c.C.43, s.89 *Parens Patriae* Jurisdiction of Ontario Court of Justice, O. Reg. 808/84, s.9a. Information Maintained: Child's name, date of birth, parents' names, addresses, telephone numbers, memoranda to file regarding court proceedings, meeting and telephone conversations, medical and psychological reports. Uses: Provide legal representation for minors when Official Guardian is appointed as litigation guardian. Users: Official Guardian counsel, legal agents, secretaries. Individuals in Bank: Parents, minors subject to custody/access proceedings, minor parents in child protection and adoption proceedings, minors before administrative tribunals. Retention and Disposal: Ten years, then destroyed subject to archival selection and culling.

#### Child Representation Programme (child protection)

Location: Official Guardian Branch. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.C.11, s.34, s.36, s.38, s.68, s.109, s.110 and s.114. Information Maintained: Child's name, date of birth, parents' names, addresses, meetings and telephone conversations, medical and psychological report, telephone numbers, memoranda to file regarding court proceedings. Uses: Provide legal representation for minors. Users: Child Representation Programme lawyers, clerks. Individuals in Bank: Minors subject to proceedings under the Child and Family Services Act. Retention and Disposal: Nineteen years, then destroyed subject to archival selection and culling.

#### Civil Litigation, Estates Files

Location: Official Guardian Branch. Legal Authority: Courts of Justice Act, R.S.O. 1990, c.C.43, s.89; *Parens Patriae* Jurisdiction of Ontario Court of Justice. Information Maintained: Name, address, telephone number, medical records, income statements, financial assets. Uses: Support the Official Guardian's role as litigation guardian in property matters on behalf of minors and mental incompetents not so found. Users: Official Guardian, legal staff and agents. Individuals in Bank:

Minors and mental incompetents requiring litigation assistance. Retention and Disposal: Twenty years, then destroyed.

#### Minors' Funds

Location: Official Guardian Branch. Legal Authority: O. Reg. 560/84, s.73; *Parens Patriae* Jurisdiction of the Ontario Court of Justice. Information Maintained: Name, address, telephone number, financial statements, medical reports. Uses: Support applications to court for payment of monies from the court to the benefit of minors. Users: Official Guardian counsel, clerks. Individuals in Bank: Minors with funds held by the Accountant of the Supreme Court, parents/guardians. Retention and Disposal: Not determined.

#### Official Guardian Reports/Social Work Services

Location: Official Guardian Branch. Legal Authority: Courts of Justice Act, S.O. 1990, c.C.43, s.89(3) and s.112. Information Maintained: Name, address, telephone number, date of birth, financial data, medical, psychological and education information, reports containing statements of opinion. Uses: Report to the Court on the custody, maintenance, education, and well-being of minors subject to divorce actions and orders under the Children's Law Reform Act. Users: Official Guardian, legal staff, social workers and agents. Individuals in Bank: Minors, parents/guardians. Retention and Disposal: Six years, then destroyed.

#### Official Guardian Secure Treatment Representation

Location: Official Guardian Branch. Legal Authority: Child and Family Services Act, S.O. 1990, c.C.11, s.114, s.117 and s.124. Information Maintained: Name, home address, date of birth, medical history, medical reports, memoranda to file, names of secure treatment facility officials, psychiatric reports and opinions, names and addresses of next-of-kin. Uses: Enable the Office of the Official Guardian to fulfil the statutory duty of ensuring legal representation for minors being admitted involuntarily to secure treatment facilities. Users: Official Guardian counsel, program coordinator, secretaries and legal agents. Individuals in Bank: Minors for whom admission to secure treatment facilities has been sought; minors' next-of-kin and important others, officials of secure treatment facilities, Children's Aid Society officials and staff. Retention and Disposal: Not determined.

#### Substitute Decision-Making Programme Records

Location: Official Guardian Branch. Legal Authority: Mental Health Act, R.S.O. 1990, c.M.1, s.2. Information Maintained: Name, home address, date of birth, medical history, medical reports, names and addresses of next-of-kin, names of psychiatric facility officials, memoranda to file, psychiatric reports and opinions. Uses: Document decisions on granting or refusing to grant consent to psychiatric treatment on behalf of a patient of a psychiatric facility. Users: Substitute Decision-Making Programme Coordinator, Official Guardian Counsel, secretarial staff, legal agents, Official Guardian medical and psychiatric advisors. Individuals in Bank: Patients



of psychiatric facilities, relatives of patients of psychiatric facilities. Retention and Disposal: Not determined.

## Seconded Legal Services

Seconded Legal Services is responsible for the administration and coordination of legal services, which are provided to ministries and certain agencies, boards and commissions of the Ontario government. This program provides legal advice and services to the Ontario government only and not to members of the general public. The program head also functions as Chief Inquiry Officer under the Expropriations Act by appointing and providing liaisons with provincial inquiry officers who hear public concerns on specific expropriation cases.

### Common Records

Litigation Files

## Constitutional Law and Policy Division

This division advises the Attorney General and all ministries on constitutional questions, including division of powers, aboriginal and Charter of Rights issues. The division also reviews litigation in which constitutional questions are raised in Ontario courts, the Federal Court of Canada and the Supreme Court of Canada. Where advisable, division counsel appears in such litigation to represent the Attorney General of Ontario as a party or intervenor, or to represent the affected ministry of the Government of Ontario.

### Common Records

Career Planning/Training  
Employment Application Inventory  
Litigation Files

### General Classes or Types of Records

Federal/Provincial Conference Materials and Briefing Books  
General Correspondence Files  
Litigation Files  
Opinion Files

## Courts Administration Program

Under the direction of the Assistant Deputy Attorney General, Courts Administration (326-2609), this program provides administrative and technical support and direction to the Ontario Court (General Division) and the Ontario Court (Provincial Division).

Additional responsibilities include planning and provision of courtroom and court office accommodation (326-4025), court reporting services (326-4035), court translation and interpretation services (326-4035), administrative support for provincially appointed judiciary; and processing of applications

for Commissioners for taking affidavits and notaries public (326-4064).

The Family Support Plan Program (326-4710) works to monitor and enforce court orders, contracts and agreements awarding spousal and/or child support. The program also strives to educate the public at large about the obligations of paying child and spousal support.

### Manuals

Civil Procedures Manual - Ontario Court (General Division)  
Courtroom Procedures Manual - Ontario Court (General Division)  
Criminal Procedures Manual  
Criminal Proceedings Manual - Ontario Court (Provincial Division)  
Family Proceedings Manual - Ontario Court (Provincial Division)  
Handbook for Freelance Court Reporters  
Manual of Court Reporting  
Registry of Accredited Court Interpreters  
Sheriffs' Procedures Manual  
Small Claims Court Procedures Manual - Ontario Court (General Division)  
Young Offenders Manual - Ontario Court (Provincial Division)

### Personal Information Banks

#### Commissioners for Taking Affidavits

Location: Courts Administration Program. Legal Authority: Commissioners for Taking Affidavits Act, R.S.O. 1990, c.C.17. Information Maintained: Name, age, address, reasons for requesting appointment, employment history. Uses: Administering the appointments process for commissioners for taking affidavits. Users: Manager and support staff of the Office of Judicial Support Services. Individuals in Bank: Applicants. Retention and Disposal: One year after expiry, then destroyed.

#### Family Support Plan

Location: Courts Administration Program. Legal Authority: Family Support Plan Act, R.S.O. 1990, c.S.28. Information Maintained: Name, Enforcement history, court documents related to litigation, age, address, employment history, financial and tracing information. Uses: Monitor and enforce custody orders, spousal and child-support orders and domestic contracts; issue cheques to recipients on receipt of funds from payor; locate missing payors and non-custodial parents; initiate enforcement action upon default of support payment or violation of a custody order as prescribed by the Family Support Plan Act and the Children's Law Reform Act, R.S.O. 1990, c.C.12; general debtor/creditor legislation and rules of the court. Users: Director, Family Support staff, and counsel acting on behalf of the Director of the Family Support Plan. Police have access to address and place of employment information only when assisting enforcement staff in the course of a criminal investigation related to enforcement. Individuals in Bank:



Payors, recipients and dependants, custodial and non-custodial parents and children; employers and other garnishees; tracing contacts.Retention and Disposal: Not determined.

#### Justices of the Peace

Location: Courts Administration Program.Legal Authority: Justice of the Peace Act, R.S.O. 1990, c.J.4.Information Maintained: Name, address, education, employment history, letters of reference, salary, direction.Uses: Support the justice of the peace function.Users: Office of the Chief Judge, Office of the Coordinator of the Justices of the Peace, manager and support staff of the Office of Judicial Support Services.Individuals in Bank: Justices of the Peace.Retention and Disposal: Not determined.

#### Justices of the Peace - Applicants for Appointment

Location: Courts Administration Program.Legal Authority: Justice of the Peace Act, R.S.O. 1990, c.J.24.Information Maintained: Name, address, education, employment history, letters of reference.Uses: Select Justices of the Peace.Users: Staff of the Office of the Attorney General, Office of the Chief Judge, Office of the Coordinator of Justices of the Peace, senior ministry management, manager and support staff of the Office of Judicial Support Services.Individuals in Bank: Applicants.Retention and Disposal: Not determined.

#### Lay Notaries Public

Location: Courts Administration Program.Legal Authority: Notaries Act, R.S.O. 1990, c.N.6.Information Maintained: Name, age, address, reasons for requesting appointment, employment history.Uses: Administration of the appointments process, for notires public.Users: Manager and support staff of the Office of Judicial Support Services.Individuals in Bank: Applicants.Retention and Disposal: One year after expiry, then destroyed.

#### Provincial Court Judges - Applicants for Appointment

Location: Courts Administration Program.Legal Authority: Courts of Justice Act, R.S.O. 1990, c.C.43.Information Maintained: Name, address, education, employment history, community activities, names of reference.Uses: Select provincial court judges.Users: Judicial Appointments Advisory Committee, manager and support staff of the Office of Judicial Support Services.Individuals in Bank: Applicants.Retention and Disposal: Not determined.

#### Provincial Court Judges and Masters

Location: Courts Administration Program.Legal Authority: Courts of Justice Act, R.S.O. 1990, c.C.43.Information Maintained: Name, address, education, employment history, letters of reference, salary.Uses: Support the judicial function.Users: Office of the Chief Judge, senior ministry management, manager and support staff of the Office of Judicial Support Services.Individuals in Bank: Provincial court judges and masters.Retention and Disposal: Not determined.

### **Public Records**

#### Court Records

Purpose: Maintain records relevant to all matters commenced at the various court levels in Ontario.Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Young Offenders Act, S.C. 1980-81-82-83, c.110; Courts of Justice Act, R.S.O. 1990, c.C.43; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17; Provincial Offences Act, R.S.O. 1990, c.P.33.Information Maintained: Name, address, nature of charges laid or the matter in dispute, disposition of the case.Retrievability: Name of accused/litigant, court date, file number.Retention and Disposal: n/a.Access Procedures: n/a.

### **Court of Appeal for Ontario**

The Court of Appeal for Ontario is the highest appellate court in the province. It hears criminal and civil appeals and sits primarily in Toronto.

### **Ontario Court (GENERAL DIVISION)**

The Ontario Court (General Division) has jurisdiction in both criminal and civil cases. In civil cases, any amount above the Small Claims Court's jurisdiction may be claimed. Cases involving amounts not exceeding \$3,000 are brought to the Small Claims Court. The Ontario Court (General Division) hears proceedings pursuant to a variety of Statutes, including the Landlord and Tenant Act, Family Law Act and Mental Incompetency Act. Persons rarely appear without legal counsel. In many cases, either party may select trial by judge and jury. Criminal jurisdiction involves handling trials, with or without a jury, for most indictable offences.

Sheriffs carry out the court's orders of the Ontario Court (General Division). Responsibilities include summoning jurors for jury duty in these courts, putting writs of execution into effect, and serving documents on behalf of members of the legal profession and the public. Sheriffs are also in charge of maintenance, security, etc. for county court houses.

#### **Manuals**

Criminal Procedures Manual  
Ontario Court (Provincial Division) Young Offenders Manual

### **Estates Administration**

Estates Administration, formerly the Surrogate Court, probates wills of persons who die testate (with a will) and letters of administration of persons who die intestate (without a will). The court also handles contested claims against estates, will trials, applications under the Succession Law Reform Act and Proof in Solemn Form of Lost Wills, estate and trust audits, interpretation and variations of wills and trusts, all proceedings relating to mental incompetency including declarations, directions and audits. For information, contact the Registrar,

Ontario Court (General Division) listed alphabetically under Ontario Courts, Ministry of the Attorney General.

## **Small Claims Court**

The Small Claims Court provides a convenient and inexpensive way to settle disputes over goods and services, and collect outstanding debts for amounts not exceeding \$3,000.

Procedures are informal; lawyers are not required, although their services may be used. Court staff may assist in the filing of a claim or defence. The Small Claims Courts are listed alphabetically under Ontario Courts, Ministry of the Attorney General.

### **Manuals**

Small Claims Court Procedures Manual

## **Small Claims Court Referees**

Referees of the Small Claims Court conduct terms of payment, motion-to-release garnishments, consolidation orders, examination, accounting and pre-trial hearings.

There is a Small Claims Court Referee in each of the following judicial districts or counties: Cochrane (Timmins), Hamilton-Wentworth (Hamilton), Kenora (Dryden and Kenora), Middlesex (London and Strathroy), Ottawa-Carleton (Ottawa, Alexandria, Cornwall, Hawkesbury, Pembroke and Rockland), Sudbury (Sudbury), and York (Toronto). The Small Claims Court Referee service in Metro Toronto has been decentralized to provide better service to the public. In addition to the referee at the College Park location, there are referees at the Etobicoke, North York and Scarborough Small Claims Courts. For addresses and telephone numbers, see the Ontario Courts, Ministry of the Attorney General.

## **Ontario Court (PROVINCIAL DIVISION)**

Matters under the Provincial Offences Act are presided over by provincial judges and Justices of the Peace who render the final disposition for offences under the Statutes of Ontario and municipal bylaws, including parking infractions.

The Provincial Offences Act covers the prosecution of all provincial offences (e.g. those under the Highway Traffic Act) and municipal bylaws, including parking infractions. This Act provides a procedure for dealing with minor offences. The person charged may choose one of three options: a payment out of court, a plea of guilty with explanation or a plea of not guilty and a request for trial. The Act also provides for proceedings to be brought to court for more serious offences.

Inquiries about payment of parking infractions issued by municipal officers should be directed to the appropriate municipal office. Parking infractions are payable at the municipal office or any chartered bank in the province.

For inquiries on payment of fines following conviction and driver licence suspension for non-payment of fines, call the Fine Enforcement Office in Toronto, 327-5675.

The Provincial Offences Court holds sittings on a regular basis at approximately 149 locations throughout the province. Addresses are the same as for the Ontario Court (Provincial Division), and can be found under Ontario Courts, Ministry of the Attorney General.

## **Defaulted Fines Control Centre**

The Defaulted Fines Control Centre monitors court orders suspending drivers licences for non-payment of fines under the Highway Traffic Act. Information is provided about the fines and the procedures for clearing suspensions. The centre does not deal with traffic fines for drivers whose licences have not been suspended. For this information, contact the appropriate local Ontario Court (Provincial Division) office, listed under Ontario Courts, Ministry of the Attorney General.

The Defaulted Fines Control Centre also monitors unpaid parking infractions. The owner of the car is denied plates until the fines are paid. Information is provided about the fines and procedures for renewing permits.

## **Metro Toronto Forensic Service**

The Metro Toronto Forensic Service (METFORS) performs psychiatric assessments of persons arrested due to alleged criminal offences and suspected of being mentally ill. Examinations are ordered primarily by the Ontario Court (Provincial Division) and usually conducted prior to bail. The service also assesses and treats persons who have demonstrated signs of mental illness while in jail awaiting trial. METFORS is funded by the Ministry of the Attorney General, staffed by professionals in the field, and run by a board of representatives from the Clarke Institute of Psychiatry and the Ministries of the Attorney General, Health and Correctional Services. While primarily serving courts within the Judicial District of York, METFORS sometimes accepts cases from elsewhere.

## **Unified Family Court**

The Unified Family Court, Judicial District of Hamilton-Wentworth, was established in 1977, in response to recommendations by the federal and Ontario law reform commissions, as a pilot project for future development in other areas of Ontario. Replacing the former Provincial Court (Family Division) of Hamilton-Wentworth, the Unified Family Court has exclusive, original jurisdiction over family matters as set out in the Courts of Justice Act, 1984, Part III. The Court is designed to remedy problems, assumed to be the product of the existing court system, by unifying the exercise of jurisdiction in all family law matters. Court objectives relate to the interests of individual families and the state. For families, the system aims



to lessen the feelings of confusion, decrease costs, reduce delay and inconvenience, and provide a comprehensive, equitable, understandable and durable legal resolution. For the state, the system aims to decrease the court, legal and welfare costs of resolving family disputes; to preserve and strengthen the family by helping spouses accept their responsibilities; and to promote conditions that encourage respect for the law and the courts. Attached to, and forming part of the Unified Family Court, is a conciliation service, which mediates between parties to resolve issues of custody and access, support and property issues.

### General Classes or Types of Records

Support and Custody Matters in Other Jurisdictions - Research Material

### Manuals

Ontario Court (Provincial Division) Family Proceedings Manual

## Ontario Court of Justice (PROVINCIAL DIVISION)

The Ontario Court (Provincial Division) has been created out of a merger of the former Provincial Court (Criminal Division), the provincial Court (Family Division), and the Provincial Offences Court.

## Ontario Courts

Ontario is divided into eight territorial divisions called regions for judicial purposes, each headed by a Regional Director and contain a number of administrative areas that parallel county, district or regional municipal boundaries.

## Toronto Region, Ontario Court (GENERAL DIVISION)

This office hears applications for bankrupts and trustee in bankruptcy discharges, petitions for receiving order, approval of proposals, motions and trials filed under the Bankruptcy Act. It also deals with receiverships, winding up of corporations, shareholder agreements. Commercial Court sits only in Toronto, other Bankruptcy Offices are located in London and Ottawa.

## Criminal Law Division

The Criminal Law Division's management structure is organized so that decision making and service to the general public are divided among three head office directors and eight regional directors of Crown attorneys. The directors report to the Assistant Deputy Attorney General Criminal Law.

### Common Records

Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
Job Competitions and Applications  
Litigation Files

Travel/Expense Accounts

Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Bail Estreat

Dockets

Inquest and Coroners' Investigations

Prosecutions

Search Warrants

### Manuals

Directive and Guidelines to Crown Attorneys/Crown Counsel  
Prosecutor's Handbook

### Personal Information Banks

#### Extradition Applications

Location: Criminal Law Division. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, address, employment history, record of convictions, nature of alleged offence. Uses: To facilitate extradition of offenders found outside of Canada. Users: Crown Law Officers and support staff. Individuals in Bank: Persons charged with offences. Retention and Disposal: Thirty years, then archived.

#### General Division Court Bail

Location: Criminal Law Division. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, address, employment history, record of convictions, nature and circumstances of current charges. Uses: Facilitate litigation of review of detention orders or other judicial interim release orders, and of judicial interim release in the first instance before the Supreme Court Of Ontario. Users: Crown law officers and support staff. Individuals in Bank: Persons charged with offences. Retention and Disposal: Thirty years, then transferred to archives.

#### General Division Court Motions

Location: Criminal Law Division. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, nature and circumstances of charges. Uses: Facilitate litigation arising out of the Supreme Court's supervisory jurisdiction over inferior tribunals. Users: Crown law officers and support staff. Individuals in Bank: Persons charged with offences. Retention and Disposal: Thirty years, then transferred to archives.

#### Letters Rogatory and Commission Evidence

Location: Criminal Law Division. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.17. Information Maintained: Name of accused, nature of charge outstanding, information about accused's role in offence. Uses: Maintain records of applications for letters rogatory or commission evidence. Users: Crown law



officers and support staff.Individuals in Bank: Persons charged with offences where it is necessary to take evidence outside the trial forum.Retention and Disposal: Thirty years, then archived.

### Marriage Requests from Inmates

Location: Criminal Law Division.Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O.1990, c.M.17.Information Maintained: Name, address, previous convictions, fiancée's name and address, nature of offence for which individual is currently incarcerated.Uses: Decide whether or not marriage prejudices the due administration of justice.Users: Crown law officers and support staff.Individuals in Bank: Inmates of correctional institutions requesting to marry while in custody.Retention and Disposal: Thirty years, then archived.

### Requests for Crown Appeals

Location: Criminal Law Division.Legal Authority: Criminal Code R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17.Information Maintained: Name, address, employment history, family background, record of convictions.Uses: Assess appropriateness of launching Crown appeals.Users: Crown Law officers and support staff.Individuals in Bank: Persons charged with offences.Retention and Disposal: Thirty years, then archived.

### Special Prosecutions

Location: Criminal Law Division.Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17.Information Maintained: Name, address, criminal record, employment history, nature of charges, role and involvement of person under investigation.Uses: Facilitate the giving of advice to police agencies; facilitate litigation at trial level.Users: Crown law officers and support staff.Individuals in Bank: Persons under investigation or charged with offences.Retention and Disposal: Thirty years, then archived.

### Transfer of Charges Between Provinces

Location: Criminal Law Division.Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17.Information Maintained: Name, address, employment history, record of convictions, outstanding charges, role of accused in offence.Uses: Facilitate the transfer of charges between provinces for the purposes of disposition.Users: Deputy Attorney General, Crown Law Officers and support staff.Individuals in Bank: Persons charged with offences.Retention and Disposal: Thirty years, then transferred to archives.

### Transfer of Probation Orders

Location: Criminal Law Division.Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17.Information Maintained: Name, employment history, address, family background, conviction.Uses: Facilitate the transfer of probation orders so that probation may be completed in another province.Users: Deputy Attorney General, Crown law officers, support

staff.Individuals in Bank: Persons requesting to complete their probation orders in another province.Retention and Disposal: Thirty years, then transferred to archives.

### Victim/Witness Assistance Programme - Clients

Location: Criminal Law Division.Legal Authority: Incidental to the prosecution of criminal cases.Information Maintained: Name, address, telephone number, age, sex, relationship to accused, case number and related information, names and ages of dependants, disposition, assistance/counselling, referral agency/resource, follow-up, source of referral, officer in charge, special services provided.Uses: Provide general and case-specific information regarding the criminal justice process; emotional support and court accompaniment; assess victim's needs and make referrals to appropriate community services; crisis intervention; public education and community development and coordination.Users: Programme staff, Crown attorneys and support staff.Individuals in Bank: Victims and witnesses.Retention and Disposal: Not determined.

## **Crown Attorneys**

The Crown attorneys are responsible for conducting prosecutions of offences in their region under the Criminal Code of Canada and other federal statutes such as the Young Offenders Act. Prosecutions are also conducted under provincial statutes, such as the Highway Traffic Act and the Liquor Licence Act. Exercising the Attorney General's discretionary powers with respect to prosecutions, the Crown attorneys and their assistants choose the appropriate charge on which to proceed, consider the release of prisoners pending trial and conduct trials at all levels of court.

Crown attorneys also watch over private summary conviction prosecutions, intervene if required in the interests of the community and represent the Crown in all summary conviction appeals held in the district courts. Additional responsibilities include acting as counsel to the coroner during inquests, and advising the police, lawyers and the public on general matters related to the administration of justice.

Crown attorneys are divided among eight regions across Ontario and headed by regional directors.

### **Common Records**

Freedom of Information and Protection of Privacy Act Requests  
Litigation Files  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

### **Manuals**

Directives and Guidelines to Crown Attorneys/Crown Counsel

## Personal Information Banks

Ontario Court of Appeal or Supreme Court of Canada - Appeals

Location: Crown Attorneys. Legal Authority: Criminal Code R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, address, employment history, record of convictions, nature and circumstances of charges disposed of at trial level. Uses: Facilitate litigation of appeals taken from trial proceedings. Users: Crown Law Officers and support staff. Individuals in Bank: Persons convicted or acquitted of offences. Retention and Disposal: Thirty years, then archived.

### Prosecution Case Files

Location: Crown Attorneys. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, age, address relationships to others, employment history, family background, criminal record, fingerprint number, nature and circumstances of investigation and charges. Uses: Facilitate investigation and prosecution of criminal cases at all stages of proceedings. Users: Crown attorneys, assistant Crown attorneys and support staff. Individuals in Bank: Persons under investigation or charges with offences. Retention and Disposal: Twenty-five years, then archived.

## Director of Criminal Prosecutions

The Director of Criminal Prosecutions provides legal advice to the Attorney General, Assistant Deputy Attorney General Criminal Law, Crown Attorneys' System and the Criminal Law Division on matters relating to criminal prosecutions. The director assists in the formulation of prosecution policies and programs of the Criminal Law Division, and prosecutes major allegations of wrongdoing in the administration of justice and wrongdoing by persons employed in the administration of justice and other criminal matters as directed by the Assistant Deputy Attorney General Criminal Law.

### Common Records

Freedom of Information and Protection of Privacy Act Requests  
Job Competitions and Applications  
Litigation Files  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

### Manuals

Prosecutor's Handbook

## Director of Crown Law Office Criminal

This office is responsible for the preparation and argument of all criminal appeals to the Supreme Court of Canada and Court of Appeal for Ontario in indictable offences in the province, whether the Crown is the respondent or the appellant. Activities include dealing with the judiciary, Crown attorneys, police and

the public, conducting special prosecutions and developing criminal law policy.

Crown Law Office Criminal also provides a racial attack advice service by telephone to victims of racially motivated criminal offences (326-4574), including physical assaults where the police have not laid charges. Lawyers inform callers of their right to lay charges and the procedure to follow.

### Common Records

Freedom of Information and Protection of Privacy Act Requests  
Job Competitions and Applications  
Litigation Files  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

## Personal Information Banks

### Constitutional Questions and Notices

Location: Director of Crown Law Office Criminal. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Courts of Justice Act, R.S.O. 1990, c.C.43; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, nature of charge outstanding. Uses: Facilitate constitutional litigation. Users: Crown Law Officers and support staff. Individuals in Bank: Persons charged with offences. Retention and Disposal: Twenty-nine years after termination, then destroyed.

## Director of Divisional Planning and Administration

The Director of Divisional Planning and Administration has the organizational responsibility for coordinating strategic and operational planning and policy implementation in addition to financial, administrative, human resource and information technology coordination for the Criminal Law Division. The Victim/Witness Assistance Program is also included in this branch.

### Common Records

Freedom of Information and Protection of Privacy Act Requests  
Job Competitions and Applications  
Litigation Files  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

## Finance and Administration Division

The division provides common administrative services to support ministry programs in the areas of financial management and reporting, program analysis and evaluation, administrative services, purchasing, records and forms management, auditing, human resources, employment equity, French language services, information and computer systems, research, the legal library.



## Accountant of the Ontario Court (GENERAL DIVISION)

This office is the depository for all money, mortgages and securities paid into, or lodged with, the Ontario Court (General Division). These monies, mortgages and securities are received and disbursed or released pursuant to judgments and orders of the Accountant of the Ontario Court (General Division), and in accordance with the Courts of Justice Act and other relevant statutes. Where monies are in court to the credit of infants, this office administers the funds until the children reach the age of majority.

### Personal Information Banks

#### Funds Held in Supreme Court of Ontario

Location: Accountant of the Ontario Court (GENERAL DIVISION). Legal Authority: Courts of Justice Act, R.S.O. 1990, c.C.43. Information Maintained: Name, address, date of birth, amount held to the credit of infants, mental incompetents, life tenants. Uses: Manage capital and income; make appropriate returns of information and taxes to relevant government agencies. Users: Accountant of the Ontario Court, Official Guardian, Public Trustee, legal profession, judiciary, legal agents and public. Individuals in Bank: Infants, mental incompetents, life tenants. Retention and Disposal: Fifty years after final payment made, then destroyed.

## Audit Services Branch

The branch is responsible for the ministry's audit functions, which include comprehensive review and appraisal of financial, administrative and operational records, systems and controls.

### General Classes or Types of Records

Audit Projects

### Manuals

Audit Branch Manual

## Computer and Telecommunications Services Branch

The Computer and Telecommunications Services Branch (CTSB) is responsible for the development of new computer systems and the enhancement and support of systems already in production in the ministry. Activities include designing corporate information resource structures, performing contingency and capacity planning, and ensuring security of data access and facilities.

The branch evaluates, implements and supports office automation, and provides expertise and consultations on the appropriate use and implementation of office automation technology to ministry management.

The branch coordinates training and provides consulting services to ministry end-users of computer systems. The

coordination of voice and electronic communication systems for the ministry is also planned, managed and implemented by this branch.

## Facilities Branch

The Facilities Branch is responsible for the planning and provision of court room and court office accommodations. The Court Planning Section of the branch oversees facilities planning, architectural services and lease consolidation. The Accommodation Section implements the ministry's province-wide minor capital accommodation projects in government-owned and -leased premises.

## Financial and Administrative Services Branch

The branch provides effective appropriation control for all the funds voted to the ministry and its agencies by the Legislature and in-year allocation approved by the Treasury Board; and provides related financial and administrative support services.

The branch provides senior management with the financial information and planning framework required to determine the effective allocation of corporate resources, maintains a fair and equitable procurement system required to ensure that quality goods and services are acquired at the best price from the widest range of potential suppliers, and establishes appropriate financial and administrative policies and procedures.

The branch also assists royal commissions and judicial inquiries with logistical and administrative support. Advice is offered on administration and operational guidelines.

Other responsibilities include drafting and coordinating the processing of Orders-in-Council and Regulations for the ministry and administering the Public Institutions Inspection Act.

### Common Records

Parking Records

Travel/Expense Accounts

### Manuals

Manual of Administration (Ministry Administration Policies/Procedures)

### Personal Information Banks

#### Employee Relocation Claims

Location: Financial and Administrative Services Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, Reg. 881. Information Maintained: Name, address, social insurance number, classification, financial transaction. Uses: Determine eligibility for reimbursement of relocation expenses. Users: Ministry management and accounting staff. Individuals in Bank:



Employees seeking reimbursement for relocation expenses. Retention and Disposal: Three years, then destroyed.

## Freedom of Information and Privacy Office

The Freedom of Information and Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act within the ministry. Responsibilities include developing policies, procedures and guidelines, tracking and responding to access requests from the public, coordinating appeal and mediation processes, preparing statistical reports, and ensuring adherence to privacy provisions and other legislative requirements of the Act. A public reading room for the review of manuals and other information is open during regular office hours at 720 Bay Street, 5th Floor, Toronto M5G 2K1.

## Common Records

Freedom of Information and Protection of Privacy Act Requests

## French Language Services

The French Language Services Branch provides advice and support to ministry staff as they act on the government's legislated mandate to provide equal quality services in French and an accessible justice system to French-speaking Ontarians, pursuant to the French Language Services Act, the Courts of Justice Act and the Criminal Code.

## Personal Information Banks

### Bilingual Recruitment - Test Results

Location: French Language Services. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.4(c), s.6(1), s.29(1). Information Maintained: Name, address, results of testing for French language fluency, proficiency. Uses: Determine suitability for jobs requiring fluency in French. Users: Branch staff, Human Resources Branch. Individuals in Bank: Applicants. Retention and Disposal: Five years, then destroyed.

### Designated Bilingual Positions

Location: French Language Services. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.4(1)(c); French Language Services Act, S.O. 1990, c.F.47. Information Maintained: Name, position title for positions designated bilingual, classification code. Uses: Human Resources planning; prepare reports to Office of Francophone Affairs. Users: Branch staff, Human Resources staff. Individuals in Bank: Individuals occupying positions designated as bilingual. Retention and Disposal: Non-current lists destroyed within five years.

## Human Resources Branch

The Human Resources Branch develops, coordinates and administers a full range of personnel and payroll services within the Ministry of the Attorney General. Responsibilities include the establishment and administration of ministry human

resources policies and procedures, classification and compensation levels, recruitment, training and development, workforce planning, employee counselling and employee relations. The branch also maintains the ministry's personnel, payroll and employee benefits records; liaises with the Management Board Secretariat and the Ontario Public Service Employees Union (OPSEU), and administers the Blind Persons' Rights Act. This Act states that blind persons shall not be denied accommodation, services or facilities, or experience discrimination because they keep or are accompanied by a guide dog. As proof of entitlement to the Act's provisions, the branch issues an identification card, with a picture of the blind person and the dog, upon successful completion of an approved training program.

## Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Performance Management  
Student Applications  
Workers' Compensation

## General Classes or Types of Records

Alternate Work Arrangements - Video  
Joint Health and Safety Committee Training Video  
Staffing Delegation Broadcasting

## Manuals

Human Resources Manual  
Manual of Administration (Ministry of the Attorney General)

## Personal Information Banks

### Designated Bilingual Positions

Location: Human Resources Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.4(1)(c); French Language Services Act, R.S.O. 1990, c.F.47. Information Maintained: Name, position title for positions designated bilingual, classification code. Uses: Human resources planning; prepare reports to Office of Francophone Affairs. Users: Branch staff, Line Managers. Individuals in Bank: Individuals occupying positions designated as bilingual. Retention and Disposal: Non-current lists destroyed within five years.

## Research and Evaluation Services

Research and Evaluation Services consists of three units: Research and Evaluation, the Law Library and the Central Registry. Research and Evaluation is mandated to provide social science research advice, statistical analyses and program evaluation support to enhance the ministry's decision making in strategic, operational, program and policy matters. The Law Library's collection is mainly comprised of legal and law-related publications, but has recently been purchasing material in the area of public policy, administration, management and other related areas. The Central Registry provides a secure file/information management system which facilitates file registration, tracking, storage/retrieval and archiving of litigation files, opinions and policy matters handled by the Registry's client groups.

## Legislative Counsel

Legislative Counsel services are provided to Members of Provincial Parliament (MPPs), government ministers and ministry officials. The Office of Legislative Counsel drafts legislation (bills and regulations) in French and English; prepares the Statutes of Ontario (annual books of statutes) and the Revised Statutes of Ontario or RSOs (a consolidation of statutes revised every 10 years); and files and publishes regulations. A list of other statutes that still have the force of law may be found in Schedule C, Volume 12, Revised Statutes of Ontario 1990 and in the Table of Private Acts published in the same Volume 12. For information on statutes and regulations in French and English, call this office. Copies of legislation and bills are available for walk-in customer service or by writing to Publications Ontario, 880 Bay St., Toronto M7A 1N8, 326-5320 (see entry under Management Board of Cabinet).

### Common Records

Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
Travel/Expense Accounts

### General Classes or Types of Records

Bills (Government, Private Members, and Private)  
General Correspondence Files  
Regulations  
Translations

## Policy Development Division

The Policy Development Division's functions include research and analysis of all aspects of the administration of civil justice in Ontario; continual review of the statutes administered by the ministry; development of its legislative program; and advice to the Attorney General and the Deputy Attorney General on the progress of bills during enactment of legislation. The division

also oversees legal aid; develops equality rights initiatives, administers the workplace harassment and discrimination program initiatives; co-ordinates the ministry's programs and policies on aboriginal justice; and administers the ministry's supervised access program, a pilot program for supervised access to children.

### Common Records

Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Financial Aid Information on Legal Aid Plan  
Human Rights, Race Relations and Legal Aid Research and Reference  
Legislation  
Native Issues  
Ontario Human Rights Commission  
Provincial Offences  
Records for Proposals for Legislation  
Research

## Ontario Legal Aid Plan

The legal aid certificate program of the Ontario Legal Aid Plan (OLAP) is administered by the Legal Aid Committee of the Law Society of Upper Canada. The Legal Aid Act ensures that no one is denied the services of a lawyer in serious criminal matters for lack of money. Legal Aid is also available to many people charged with summary conviction offences. In addition, low income applicants with meritorious family and civil claims receive legal aid. Every Ontario resident and, in certain cases, non-residents requiring legal assistance in Ontario may apply for legal aid. Qualification is based on financial need and the type of case. The applicant might pay nothing, a portion, or all costs of the legal aid depending on his or her financial situation. The legal aid certificate entitles a person to retain a lawyer, who will be reimbursed by OLAP. A separate committee, the Clinic Funding Committee, administers funding to 72 community legal clinics providing poverty legal services in welfare,



unemployment insurance, landlord/tenant and workers' compensation to their communities. Student legal aid societies in six Ontario law schools are also funded by the plan. General information on OLAP is available from the main office listed above. To apply for legal aid, contact the local OLAP office listed under Legal Aid in the white pages of telephone directories.

## Agencies

### Advisory Committee of Public Trustee On Investments

The committee supervises investments and other property dealings of the Public Trustee and makes suggestions and recommendations concerning the management and conduct of the Office of the Public Trustee. It reports annually on its performance to the Lieutenant Governor in Council.

### Assessment Review Board

The Assessment Review Board hears complaints against real property and business assessment, which is the basis of municipal taxation in Ontario. The board handles appeals to amend school support lists for school board taxation; applications for the cancellation, reduction or refund of municipal taxes; and requests to increase municipal taxes where manifest errors have been made in the collectors' roll. For further information on real property assessment, see the Ministry of Revenue, Field Operations Branch. Contact local municipal offices for questions on property taxation and rates. For assessment complaints, contact the offices listed below.

#### Common Records

Career Planning/Training  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
Job Competitions and Applications  
Performance Management  
Professional Development  
Travel/Expense Accounts

#### Personal Information Banks

Assessment Review Board Hearings (files and system documentation)

Location: Assessment Review Board. Legal Authority: Assessment Act, R.S.O. 1990, c.A.3; Municipal Act R.S.O.1990, c.M.45. Information Maintained: Name, address, description of real property, assessment roll number, telephone number, personal opinions. Uses: Monitor, control and process complaints reviewed by the Assessment Board and to produce statistical reports. Users: Administrative staff. Individuals in Bank: Complainants and appellants. Retention and Disposal: Five years, then destroyed.

### Criminal Injuries Compensation Board

The board provides compensation to eligible applicants when a person is injured or killed in Ontario, as the result of an unprovoked act of criminal violence.

#### General Classes or Types of Records

Board Orders Compendium  
Cheque Production  
Criminal Injuries Compensation Board - Policy  
Monthly Revenue Statements  
Notices of Appeal  
Subrogation Records

#### Manuals

Criminal Injuries Compensation Board - Policy

#### Personal Information Banks

Claims for Compensation - One-Time Payments and Periodic Payments

Location: Criminal Injuries Compensation Board. Legal Authority: Compensation for Victims of Crime Act, R.S.O. 1990, c.C.24. Information Maintained: Applicant's/victim's name, address, complete details of incident, all documentary evidence submitted. Uses: Determines whether or not compensation should be paid. Users: Members and staff of the Criminal Injuries Compensation Board, staff of the Crown Law Office. Individuals in Bank: Applications for compensation, victims of crime. Retention and Disposal: Twenty years after disposition of case, then destroyed; select files sent to archives.

### Finance Committee for the Investment of Court Funds

The committee has three members appointed by the Lieutenant Governor in Council. The committee controls and manages the funds of the Supreme Court of Ontario and the securities in which they are invested.

### Office of the Police Complaints Commissioner

The Office of the Police Complaints Commissioner was introduced under the Police Services Act, as a province-wide system for civilian review of regional, municipal and Ontario Provincial Police conduct.

The office is totally separate from the police. Its civilian investigators receive, monitor, investigate and review complaints concerning the conduct of police officers. Upon review, the Police Complaints Commissioner has the power to resolve complaints informally, recommend changes in police practices and procedures, and if in the public interest, order a civilian board of inquiry hearing.

A complaint can be made in person, by letter or telephone, at the Office of the Police Complaints Commissioner; or in person or



by letter at the police department's in-house Public Complaints Investigation Bureau or any police station or Ontario Provincial Police detachment within Ontario.

#### **Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

#### **General Classes or Types of Records**

Investigative Files  
Jurisdictional/Non-Jurisdictional Records of Contact.  
Legal Research

#### **Manuals**

Investigation and Resolution of Public Complaints Involving Police

#### **Personal Information Banks**

##### Inquiry Information

Location: Office of the Police Complaints Commissioner. Legal Authority: Police Services Act, 1990. Information Maintained: Name, identifying number, address, telephone number of complainant, records related to management and administration of office, records related to monitoring of investigation. Uses: Record and respond to inquiries from the public that do not amount to allegations of misconduct. Users: Authorized staff, Office of the Police Complaints Commissioner. Individuals in Bank: Complainants, subject officers. Retention and Disposal: Not determined.

##### Investigation Files

Location: Office of the Police Complaints Commissioner. Legal Authority: Police Services Act, 1990. Information Maintained: Name, identifying number, address, telephone number, legal matters and decisions of the Commissioner, reports and decisions from police, investigative records. Uses: Determine facts and law relevant to the resolution of misconduct complaints. Users: Chief of Police, authorized personnel of Office of the Police Complaints Commissioner. Individuals in Bank: Complainants, subject officers. Retention and Disposal: Ten years, then transferred to archives.

##### Public Complaints - Appeals

Location: Office of the Police Complaints Commissioner. Legal Authority: Police Services Act, 1990. Information Maintained: Complainants' name, subject officer. Uses: Maintain a record of appeals of decisions of boards of inquiry. Users: Registrar, authorized staff of Office of the Police Complaints Commissioner, counsel for Attorney General. Individuals in

Bank: Complainants, subject officers. Retention and Disposal: Not determined.

#### **Office of the Public Trustee**

This office is responsible for administering the assets of financially incompetent persons, many of whom reside in psychiatric hospitals, chronic care hospitals, and facilities for the developmentally handicapped, pursuant to the provisions of Part III of the Mental Health Act and the Developmental Services Act; the estates of deceased persons in Ontario who die intestate without any adult heirs living in the province, pursuant to the provisions of the Crown Administration of Estates Act; the assets of estates as appointed executor under a will; assets as grantee of Powers of Attorney; assets as trustee under various provincial and federal legislation such as the Family Benefits Act or the Old Age Security Act; the Charities Law in the Province of Ontario and it ensures general compliance by all charitable organizations, pursuant to the provisions of the Charities Accounting Act and the Charitable Gifts Act.

Other responsibilities of the Office of the Trustees are as receiver and administrator of assets forfeited to the Province of Ontario pursuant to the Corporation Act, and the Escheats Act; funds received as perpetual care deposits for cemeteries in Ontario pursuant to the Cemeteries Act.

The Public Trustee acts as a last resort substitute decision maker for all medical or dental treatment prescribed for patients of Ontario hospitals who are unable to consent to such treatment by reason of mental incapacity, pursuant to the regulations under the Public Hospitals Act. The office also represents as litigation guardian to persons involved in court proceedings who are unable to instruct counsel by reason of incompetency.

#### **Substitute Decisions Project**

The Substitute Decisions Project is planning for the implementation of the new Guardianship program. When the Substitute Decisions Act and related legislation are proclaimed in Fall/Winter 1994/95, the Office of the Public Trustee will expand its services to vulnerable adults from property (financial) matters into the field of guardianship for personal care, becoming the new Office of the Public Guardian and Trustee. The Public Guardian and Trustee will also be substitute decision maker of the last resort with respect to medical or psychiatric treatment.

#### **Common Records**

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
Identity/Employee Card  
Job Competitions and Applications  
Litigation Files  
Ombudsman/Human Rights Commission

## Performance Management

### General Classes or Types of Records

Charities Property Division  
Estates Administration and Corporation Division  
Litigation Division  
Trust Administration Division

### Personal Information Banks

#### Client Files

Location: Office of the Public Trustee. Legal Authority: Public Trustee Act, R.S.O. 1990, c.p.51. Information Maintained: Name, address, telephone number, medical, psychological, financial and employment information (depending on individual). Uses: Evaluate appropriate action by the Public Trustee's office in performing duties under the Public Trustee Act, court orders, or various enabling statutes. Users: Branch lawyers and administrative staff. Individuals in Bank: Persons for whom the Public Trustee is appointed as representative or whose assets are administered by the Public Trustee, shareholders in defunct corporations, and persons interested in charitable gifts. Retention and Disposal: From one year to 100 years, then destroyed; select files sent to archives.

## Ontario Law Reform Commission

Ontario Law Reform Commission is an independent legal research institute which inquires into any matter relating to law reform, the administration of justice, or judicial and quasi-judicial procedures. To carry out this function, the Commission conducts legal research and issues reports containing recommendations for changes in the law. Commission reports are available at Publications Ontario, 880 Bay Street, Toronto, M7A 1N8, 326-5300 or call toll-free 1-800-668-9938.

### Common Records

Employment Application Inventory

### General Classes or Types of Records

Briefs and Submissions  
Commission Projects  
Draft Reports and Final Reports to the Attorney General  
Research Papers

## Ontario Municipal Board

The Ontario Municipal Board is an independent administrative tribunal which hears applications/appeals on municipal and planning matters. These include: zoning by-laws, subdivision plans, official plans, consents and minor variances under the Planning Act; assessment appeals under the Assessment Act; land compensation matters under the Expropriations Act; municipal capital expenditures and debentures under the Ontario Municipal Board Act; appeals under the Rental Housing Protection Act; and other legislation.

The Board was established by, and derives some of its authority from, the Ontario Municipal Board Act.

### General Classes or Types of Records

Calendar Information  
Case Files and Hearings Exhibits  
Case Records Card Index and Applications Log Book  
Computerized Information Retrieval System Decisions  
Municipal Debt Control

### Manuals

Applications Under the Municipal Act  
Assessments  
Drainage Act  
Hearings  
Local Improvement Act  
Ministry of Environment Projects  
School Boards and Conservation Authorities

## Special Investigations Unit

The mandate of the Special Investigations Unit is to cause investigations into the circumstances of serious injuries, sexual assaults or deaths that may have resulted from criminal offences committed by police officers.

As a civilian led body, the SIU is independent of police services in Ontario. The SIU ensures that police services will not be put in the position of investigating themselves.

### Common Records

Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Travel/Expense Accounts

### General Classes or Types of Records

Equipment Studies and Requirements  
Federal and Provincial Statutes  
Fleet Management  
Inquest Jury Reports  
Public Awareness  
Public Relations  
Relationship with Police Forces  
Training Program

### Manuals

Standard Operating Procedures

### Personal Information Banks

#### Investigative Case Records

Location: Special Investigations Unit. Legal Authority: Police Services Act R.S.O. 1990, s.113. Information Maintained: Names and addresses of victims, police officers and witnesses, date of birth, statements, exhibit reports, any other relevant

correspondence, copies of court documents, court briefs, witness statements, police reports, medical reports, investigation and occurrence reports, in some cases criminal records.Uses: To investigate and prosecute officers under the Criminal Code of Canada.Users: Special Investigations Unit.Individuals in Bank: Individuals involved in investigations under the Criminal Code of Canada.Retention and Disposal: Retention period to be determined.



# CABINET OFFICE

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## Head

Premier  
Room 281, Legislative Building  
Queen's Park  
Toronto, Ontario  
M7A 1A1  
(416) 325-1941

## Access

Freedom of Information and Privacy Coordinator  
Cabinet Office  
Room 4520, Whitney Block  
99 Wellesley Street West  
Toronto, Ontario  
M7A 1W3  
(416) 325-3769



A public reading room for the review of manuals and other information is open during regular office hours in Room 4520 of the Whitney Block, 99 Wellesley Street West, Toronto.

## Access for the Premier's Council On Economic Renewal

Freedom of Information and Privacy Coordinator  
Premier's Council on Economic Renewal  
1 Dundas Street West  
25th Floor,  
Toronto, Ontario  
M7A 1Y7  
(416) 326-6763

A public reading room for the review of manuals and other information is open during regular office hour at 1 Dundas Street West, 25th Floor, Toronto, Ontario.

## Access for the Premier's Council On Health, Well-Being and Social Justice

Freedom of Information and Privacy Coordinator  
Premier's Council on Health, Well-Being and Social Justice  
1 Dundas Street West  
25th Floor,  
Toronto, Ontario  
M7A 1Y7  
(416) 326-6763

A public reading room for the review of manuals and other information is open during regular office hour at 1 Dundas Street West, 25th Floor, Toronto, Ontario.

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The role of Cabinet Office is to ensure that Cabinet Executive Council) and its committees are the effective decision-making bodies of government, so that the policies and programs of government reflect the will of the Cabinet and its committees. Cabinet Office works with Cabinet and its policy committees to establish an agreed upon policy agenda and overall priorities. It works with ministries to ensure that a full range of policy options is provided to Cabinet or its committees in a timely fashion with all necessary information clearly set out. Cabinet Office establishes, from time to time, special working groups with Ministers to develop policy in areas of particular priority or which require inter-ministry coordination. The Cabinet Office also provides administrative support to the Government House Leader's Office.

Cabinet Office has three main components:

The Executive function consists of the offices of the Secretary and Deputy Secretary to Cabinet, and Communications.

The Planning function consists of the units of Cabinet Office responsible for fulfilling the planning mandate and ensuring that the processes of government decision making are functioning. It consists of the Executive Council Office, Policy and Priorities Unit, and units supporting the Cabinet Committees on Environment, Justice, Social, Economic Development and Legislation/Regulations.

The Operations function handles day-to-day work and the administration of Cabinet Office.

## Communications

The Communications Unit of Cabinet Office works with the policy coordinators in Cabinet Office and the communications operations in the Premier's Office to develop strategic communications support for the government's policy decisions. It liaises with communications directors across government in implementing strategies, coordinates multi-ministry communications activities and participates in review of policies/programs/practices that affect the OPS communications community.

## Deputy Secretary of Cabinet

The Deputy Secretary of Cabinet is the Deputy Minister in charge of Cabinet Office itself. As head of Cabinet Planning, the Deputy Secretary is responsible to ensure that adequate policy development and planning occurs throughout the public service and, in particular, that the Cabinet planning mandate is fulfilled. The Deputy Secretary, with support from the four policy units, provides advice on all policy matters to the Premier and members of Cabinet. The Deputy Secretary also has executive responsibility for the operational functions of Cabinet Office,

including its administration, the handling of daily corporate issues and the Premier's correspondence unit.

### Executive Council Office

The Executive Council provides secretariat services for the Cabinet and for the Legislation/Regulations Committee and provides coordination of process for matters proceeding to Cabinet from Cabinet committees and ministries. It administers the process and procedures for Orders-in-Council, regulations and petitions to Cabinet, and maintains liaison with the Office of the Lieutenant Governor. It also receives Cabinet submissions and prepares, distributes and maintains control of Cabinet minutes.

#### General Classes or Types of Records

Annual Reports  
Cabinet Agendas and Minutes  
Cabinet Committee on Legislation/Regulations Agendas and Reports  
Cabinet Submissions  
Draft Legislation  
Orders-in-Council  
Petitions and Objections to Cabinet

#### Personal Information Banks

Appointments to Boards and Commissions

Location: Executive Council Office. Legal Authority: Voluntary with consent to use described below. Information Maintained: Name, address, letters of recommendation, resumes. Uses: Evaluate possible appointees; make and record appointments. Users: Premier, Cabinet Ministers, senior staff of Cabinet Office. Individuals in Bank: Potential, current and former appointees to boards and commissions. Retention and Disposal: Not determined.

### Operations

Operations provides operational support for the activities of Cabinet, its committees and Cabinet Office.

The Corporate Issues Section advises the Secretary and Deputy Secretary of Cabinet on emerging trends and issues, and provides support on cross-government issue management. The responsibilities also include Order Paper Questions, Petitions, Public Opinion Polls and Freedom of Information and Privacy.

The Information Technology Systems and Services (ITSS) Unit supports Cabinet Office and the Office of Premier, through selection, implementation and support of Information Technology; management of the computer network; the development of computer applications; and the provision of education and training for software and voicemail. It carries out the management functions for information technology, including planning and development of plans and projects. Resources for ITSS are provided by Management Board

Secretariat, with roles and responsibilities defined in a Memorandum of Understanding between the Cabinet Office and the ministry.

The Premier's Correspondence Unit is responsible for the coordination of all letters, messages, certificates and public announcements issued over the signature of the Premier. Its primary function is to ensure their appropriateness, timeliness and accuracy. The unit has three sections: the Records Section, the Writing and Policy Specialist Section and the Word Processing Section.

The Resources Management Section is responsible for providing administrative services to the Cabinet Office in the areas of human resources; accommodation; purchasing; financial management; records and forms management; operational procedural development; print, mail and office services; and supports the Office of the Premier in financial planning and records and forms management. It also provides administrative support to the Government House Leader's Office.

Commonly held personal information banks are listed under the heading Common Records below. These are maintained by the Ministry of Finance on behalf of Cabinet Office.

#### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Litigation Files  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Parking Records  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

#### General Classes or Types of Records

Corporate Issues  
Financial and Administrative Records  
Information Technology Records  
Operational Records  
Order Paper Questions and Answers  
Petitions Presented to the House and Responses  
Premier's Correspondence  
Public Opinion Polls

**Manuals**

Cabinet Office Procedures  
Minister's Handbook

**Policy Units**

The policy units of Economic Development, Environment Policy, Social Policy and Justice Policy provide secretariat services for Cabinet committees and coordination of process for matters proceeding to them. The units prepare, distribute and maintain control of Cabinet committee agendas and reports. Cabinet committees manage government priorities and initiatives, review and recommend on ministry-initiated policy and ensure inter-ministry cooperation. They are chaired by relevant Ministers and report to Policy and Priorities Board.

**General Classes or Types of Records**

Cabinet Committee Agendas, Reports, Briefing Notes  
Correspondence  
Government Allocations  
Speech from the Throne

**Manuals**

Guidelines for Preparing Cabinet Submissions

**Policy and Priorities Unit**

Policy and Priorities Board Unit sets priorities of government, reviews all policy recommendations, fiscal strategies and allocations. It is chaired by the Minister of Finance and reports to Cabinet. The unit is the secretariat for the board and provides coordination of process for matters proceeding to the board and Cabinet, from Cabinet committees and ministries. The unit prepares, distributes and maintains control of the board's agendas and minutes and also assists with Cabinet retreats, Throne Speeches, and other corporate initiatives.

The unit liaises with Treasury Board, Management Board and the Government House Leader's Office on behalf of Cabinet Office. Treasury Board and the Government House Leader's Office liaison involves coordination with the budget and legislative processes.

**General Classes or Types of Records**

Correspondence  
Government Allocations  
Speech from the Throne

**Secretary of Cabinet**

The Secretary of Cabinet heads the Ontario Public Service (OPS) and reports directly to the Premier. The Secretary of Cabinet acts as a special advisor to the Premier and ensures that direction from the Premier and the Cabinet are implemented by the OPS. He also acts as the Clerk of the Executive Council

(i.e., Cabinet) and attends all Cabinet meetings and Premier's daily meetings as required.

The Secretary of Cabinet is responsible for the overall management of the OPS, both in terms of the provision of policy advice and program delivery. As head of the OPS, he advises the Premier on Deputy Minister appointments, chairs the Executive Development Committee and is responsible for reviewing Deputy Ministers' performance.

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**OFFICE OF THE PREMIER**

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**Head**

Premier  
Premier  
Room 281, Legislative Building  
Queen's Park  
Toronto, Ontario  
M7A 1A1  
(416) 325-1941

**Access**

Freedom of Information and Privacy Coordinator  
Cabinet Office  
Room 2340, Whitney Block  
99 Wellesley Street West  
Toronto, Ontario  
M7A 1A1  
(416) 325-3769

A public reading room for the review of manuals and other information is open during regular office hours in Room 4520 of the Whitney Block, 99 Wellesley Street West, Toronto.

The Office of the Premier provides staff support for the Premier of Ontario in his roles as head of the executive council and head of the Ontario government and his party.

The Office of the Premier comprises:

Office of the Principal Secretary

Premier's Support Group

Executive Director/Finance and Administration

Scheduling and Tours

Press Office

Policy and Issues Group



## Communications

## Coordination Services

In addition, the Director, Public Appointments and the Director, Ministers' Staffing report to the Premier.

## Communications

Provides support and planning related to the government's policy and communications initiatives.

## Coordination Services

Includes coordination of services for Ministers' Staffing and Public Appointments.

## Executive Director/Finance and Administration

This group provides administrative and management support services for the Office of the Premier including scheduling, community relations, press/media, and correspondence liaison services.

## Minister's Staffing

The Director, Ministers' Staffing coordinates and assists ministers in dealing with human resources and training issues. The Director oversees the operation of the Ministers' Staffing Unit, Management Board of Cabinet.

## Policy and Issues Group

This group provides to the Premier policy and issues coordination, briefing materials and advice related to the government's policy agenda.

## Premier's Support Group

The staff of the Premier's Support Group staff provide personal support to the Premier in dealing with reception, daily scheduling, correspondence, public inquiries and constituency related matters.

## Press Office

Provides press and media support and services.

## Principal Secretary

The Principal Secretary is the Premier's chief policy advisor and chief of staff.

## Public Appointments

The Director of Public Appointments coordinates appointments to government agencies, boards and commissions. The Director oversees the operation of the Public Appointments Secretariat, Management Board of Cabinet.

## Personal Information Banks

### Appointments to Boards and Commissions

Location: Public Appointments. Legal Authority: Voluntary with consent to use described below. Information Maintained: None. Uses: Evaluate possible appointees; make and record appointments. Users: Premier, Cabinet ministers, senior staff of Cabinet Office. Individuals in Bank: Potential, current and former appointees to boards and commissions. Retention and Disposal: Not determined.

## Scheduling and Tours

This group responds to public requests for Premier's and the government's time by arranging meetings, events and tours.

## Agencies

## Premier's Council On Economic Renewal

The Secretariat, established February 1991, supports the research and partnership development activities of the Premier's Council on Economic Renewal. The Council is an advisory body and provides medium and long-term strategic advice to the Premier of Ontario and the provincial government. Members include leaders from business, labour, academia and government who help develop solutions for achieving economic renewal and economic restructuring in Ontario.

The Council, through a series of task forces and special projects, undertakes research initiatives, proposes new approaches to public policy and programs, and promotes the acceptance of new approaches to solving the challenges facing all the participants in Ontario's economy. The Council also works closely with the Premier's Council on Health, Well-being and Social Justice.

## Common Records

Central Attendance Recording System (CARS)  
Employment Application Inventory  
General Employment History and Payroll Information  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Travel/Expense Accounts

## **Premier's Council On Health, Well-Being and Social Justice**

The Secretariat, established February 1991, supports the research and partnership development activities of the Premier's Council on Health, Well-being and Social Justice. The Council acts as an advisory body to the Premier of Ontario and the provincial government and is made up of health professionals, scholars, community and business leaders, and government ministers.

The Council recommends medium and long-term strategies for social change to enhance the well-being of Ontario residents. It conducts research to support its activities in public policy and programs in areas such as the determinants of health, equity and access, the needs of children and effective use of health resources. The Council also works closely with the Premier's Council on Economic Renewal.

### **Common Records**

Central Attendance Recording System (CARS)

Employment Application Inventory

General Employment History and Payroll Information

Identity/Employee Card

Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)

Job Competitions and Applications

Travel/Expense Accounts

# CAMBRIAN COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Collège Cambrian College  
1400 Barrydowne Road  
Sudbury, Ontario  
P3A 3V8  
(705) 566-8101

## Access

Freedom of Information and Privacy Coordinator  
Collège Cambrian College  
1400 Barrydowne Road  
Sudbury, Ontario  
P3A 3V8  
(705) 566-8101



A public reading room for the review of manuals and other information is open during regular office hours at 1400 Barrydowne Road, Sudbury.

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Collège Cambrian College is a vocationally oriented, bilingual college of applied arts and technology that serves the Sudbury and Manitoulin/North Shore districts. It provides high quality and diverse educational opportunities in both English and French to young persons and adults with varying needs and abilities. Cambrian College also provides a comprehensive range of programs and services to the First Nations people. In addition to post-secondary programs, the college offers a wide range of opportunities for employee renewal and upgrading and adult retraining. The Cambrian Foundation is an independent organization that operates under the direction of the college.

The college is governed by a Board of Governors that includes the college's President as a member. The college is organized into four divisions: an English Academic, French Academic, Finance and Administration, and Student Services Division. Campuses are located in Sudbury, Noelville, Espanola and Manitoulin/North Shore. Administrative headquarters are in Sudbury.

## Academic Division (College Programs)

The division is headed by the Vice President, Academic and delivers English educational programs in business, graphic arts, technology, hospitality, fashion, native studies, health sciences, language training, theatre arts, academic subjects, continuing education, and business and industry training. In addition, the division provides special services such as operating the public

dining room, dental clinic, health clinic and day care centre; special services in support of the handicapped; international programs; and the administration of provincial/federal programs such as FUTURES, Ontario Training Strategy, Canadian Job Strategy. The division coordinates activities on campuses in Sudbury, Noelville, Espanola and Manitoulin/North Shore.

## Common Records

Career Planning/Training  
Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Dental Clinic Patients  
FUTURES Program Applicants and Participants  
Innovation Centre Clients, Registrants and Users  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Tests, Examinations and Assessments  
Vocational Testing and Counselling

## Board of Governors

The Board of Governors is comprised of members appointed by the Council of Regents: 12 voting members from nominations representative of the geographic and demographic aspects of the region, as well as voting members elected from the college's student body, academic, administrative and support staff groups. It is responsible for establishing college goals, policies and processes for the evaluation of the operation of the college. The board has established six standing committees: the Executive Committee, the Comité des affaires francophones, the Education and Planning Committee, the Membership Committee, the Finance and Administration Committee and the Anishnaabe Affairs Committee.

## Common Records

Board of Governors Membership

## Personal Information Banks

### Board of Governors Membership

Location: Board of Governors. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; R.R.O. 1980, Reg. 640. Information Maintained: Name, address, telephone number, biographical information. Uses: Maintain a record of past and present board members, maintain contact with former members for alumni and fundraising activities. Users: Board of Governors, President's Office Staff. Individuals in Bank: Board of Governors members. Retention and Disposal: Permanent.

## Division Académique (PROGRAMMES DU COLLEGE)

The division is headed by the Vice President Académique and delivers French educational programs in business, technology, law and security, health sciences, community services, language training, continuing education and applied arts. In addition, the



division provides such special service activities as translation, a day care centre, and the administration of provincial/federal programs such as FUTURES, Ontario Training Strategy and Canadian Job Strategy.

### **Common Records**

Career Planning/Training  
Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Dental Clinic Patients  
FUTURES Program Applicants and Participants  
Innovation Centre Clients, Registrants and Users  
Ontario Basic Skills Program Trainees  
Ontario Student Assistance Program  
Ontario Training Incentive Program Trainees  
Professional Development  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Vocational Testing and Counselling

### **Finance and Administration**

The division is headed by a Vice President and provides the college and all campuses with support services, including human resources management, physical resources and safety, campus administration, finance and accounting, research and planning, and computer services.

### **Common Records**

Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Litigation Files  
Ombudsman/Human Rights Commission  
Parking Records  
Performance Management  
Professional Development  
Teacher Workload Records (Standard Workload Form)  
Travel/Expense Accounts  
Workers' Compensation

### **President's Office**

Reporting to the Board of Governors, the President is the Chief Executive Officer with full authority to manage and direct the business and affairs of the college. The following units report directly to the President: Public Affairs and Employment and Education Equity.

### **Common Records**

Employment Equity Program

### **Student Services**

This division is headed by a Vice President and provides the college and all campuses with a variety of student registrations and support services in English and French. In addition, the division provides services such as a learning resources centre, a counselling centre, a residence for students, and a career planning and placement centre.

### **Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Graduate and Alumni Records  
Health and Medical Records  
Innovation Centre Clients, Registrants and Users  
Library Users Lists  
Medical Information (Personnel)  
Ontario Student Assistance Program  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Tests, Examinations and Assessments  
Vocational Testing and Counselling

# CANADORE COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Canadore College of Applied Arts and Technology  
P.O. Box 5001  
North Bay, Ontario  
P1B 8K9  
(705) 474-7600

## Access

Freedom of Information and Privacy Coordinator  
Canadore College of Applied Arts and Technology  
100 College Drive  
North Bay, Ontario  
P1B 8K9  
(705) 474-7600



A public reading room for the review of manuals and other information is open during regular office hours in the library at the Main Campus, 100 College Drive, North Bay.

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Canadore College offers educational training programs that relate to the career needs of the students and to the skill needs of the industries served by the college, within the context of evolving provincial and national training strategies.

The college is governed by a 17-member Board of Governors and is organized under the President into the following divisions: President's Office, Academic and Administrative. The college has four campuses, three in North Bay and one in Sturgeon Falls.

Administrative headquarters are located at 100 College Drive, North Bay.

## Academic Division

The Vice President, Academic is responsible for the development and delivery of all academic programs: Business, Computer/Technology, Aviation and Engineering, Applied and Secretarial Arts, General Studies, Health Sciences and Part-Time Studies. In addition, this division delivers special services such as the Canadore School of Hospitality Dining Room and Dental Clinic, and administers provincial/federal programs such as FUTURES, Ontario Training Strategy and the Canadian Job Strategy. Computer Services, Instructional Development and Media Services, Counselling and Health Services are also in this division.

## Common Records

Board of Governors Membership  
Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Dental Clinic Patients  
FUTURES Program Applicants and Participants  
Health and Medical Records  
Library Users Lists  
Medical Information (Personnel)  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Performance Management  
Student Appeals (disciplinary, administrative, academic)  
Student Counselling  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Vocational Testing and Counselling

## General Classes or Types of Records

Community-Based Training Program Evaluation File  
Performance-Based Teacher Education File  
Workshop and Conference Files

## Manuals

Health Sciences Accreditation Procedures  
Policy and Procedures Manual

## Administrative Division

The Vice President, Finance and Administration provides the college with a variety of support services, including the Campus Shop, finance and accounting, purchasing, personnel, plant and property management, the student residence, security, professional development, athletics, community and secondary liaison public relations and information, financial aid for students, job placement, registration and student records.

## Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Litigation Files  
Ombudsman/Human Rights Commission  
Ontario Student Assistance Program  
Parking Records  
Performance Management  
Professional Development  
Scholarships and Awards  
Student Applications

Student Athletics and Fitness Programs  
Student Registration and Academic History  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

#### **Manuals**

Policy and Procedures Manual

### **Board of Governors**

The Board of Governors, appointed by the Council of Regents and area municipalities, establishes college goals and policies. The board has established three standing committees: Finance, Property and Personnel.

#### **Common Records**

Board of Governors Membership

#### **General Classes or Types of Records**

Bylaws  
Minutes of Board and Standing Committees  
Policies

#### **Manuals**

Policy and Procedures Manual

### **President's Office**

Appointed by and responsible to the Board of Governors, the President is Chief Executive Officer responsible for managing the operations of the college.

The Canadore Foundation, established to provide an avenue for contributions, bequests, grants and gifts to support activities and programs, reports to the President.

#### **Common Records**

Board of Governors Membership  
Graduate and Alumni Records

#### **Manuals**

Policy and Procedures Manual



# CENTENNIAL COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Centennial College of Applied Arts and Technology  
P.O. Box 631, Station A  
Scarborough, Ontario  
M1K 5E9  
(416) 694-3241

## Access

Freedom of Information and Privacy Coordinator  
Centennial College of Applied Arts and Technology  
P.O. Box 631, Station A  
Scarborough, Ontario  
M1K 5E9  
(416) 694-3241



A public reading area for the review of manuals and other information is open during regular office hours in the Resource Centres located in each of the three major campuses: Progress Campus, 41 Progress Court, Scarborough; Warden Woods Campus, 651 Warden Avenue, Scarborough; and Ashtonbee Campus, 75 Ashtonbee Road, Scarborough.

Centennial College is governed by a 17-member board of governors including the President who is an ex-officio member and secretary-treasurer. The college is organized into the Office of the President and four main areas: Academic Services, Administration and Finance, Student Services and Community Relations, and Human Resources. There are three major teaching campuses in Scarborough and one in East York. One non-teaching location housing the Bibliocentre and a number of smaller training satellites are situated in the east end of Metropolitan Toronto.

## Common Records

Board of Governors Membership  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
FUTURES Program Applicants and Participants  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Graduate and Alumni Records  
Grievances and Applications  
Job Competitions and Applications

Library Users Lists  
Litigation Files  
Ombudsman/Human Rights Commission  
Ontario Basic Skills Program Trainees  
Ontario Student Assistance Program  
Parking Records  
Performance Management  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Travel/Expense Accounts  
Vocational Testing and Counselling  
Workers' Compensation

## Academic

The area is responsible for all academic functions of the college, and is divided into the Schools of Applied Arts, Business, Communications and General Studies, Continuing Education, Engineering Technology, Health Sciences and Transportation.

## Administration and Finance

This area provides services in the following areas: finance (planning and budgeting), accounting, purchasing, physical resources, bookstores, food services, computing services and the Bibliocentre.

## Board of Governors

Appointed by the Council of Regents, the board is comprised of representatives from business, education and industry, as well as members elected by the faculty, administration, support staff and students. The board governs the college, and provides guidance and leadership with respect to policy and direction of the college. .

## Common Records

Board of Governors Membership  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
FUTURES Program Applicants and Participants  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Graduate and Alumni Records  
Grievances and Applications  
Job Competitions and Applications

Litigation Files  
 Ontario Basic Skills Program Trainees  
 Ontario Student Assistance Program  
 Ontario Training Incentive Program Trainees  
 Parking Records  
 Professional Development  
 Scholarships and Awards  
 Student Appeals (disciplinary, administrative, academic)  
 Student Applications  
 Student Athletics and Fitness Programs  
 Student Counselling  
 Student Registration and Academic History  
 Teacher Workload Records (Standard Workload Form)  
 Tests, Examinations and Assessments  
 Travel/Expense Accounts  
 Vocational Testing and Counselling  
 Workers' Compensation

## **Human Resources**

This area is accountable for providing a full range of personnel services to the college and the employees. In addition, the department provides services to staff in the areas of employment and education equity and staff development.

## **Office of the President**

The President, as chief executive officer, oversees the management and direction of college operations. The Office of the President provides administrative support to the board of governors and President.

## **Student Services and Community Relations**

This area has responsibility for providing a full range of services to students, including admissions, registrations, counselling, health services, financial aid, awards, bursaries, student life, special needs, resource centres, scheduling, athletics, alumni affairs and student government. In addition, this area is responsible for relationships with our communities.

# MINISTRY OF CITIZENSHIP

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## Head

Minister of Citizenship  
5th Floor, 77 Bloor Street West  
Toronto, Ontario  
M7A 2R9  
(416) 325-6170

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Citizenship  
4th Floor, 77 Bloor Street West  
Toronto, Ontario  
M7A 2R9  
(416) 325-6010



A public reading room for the review of manuals and other information is open from 9 a.m. until 5 p.m., Monday to Friday in the Resource Centre on the ninth floor at 77 Bloor Street West, Toronto.

## Access for the Ontario Human Rights Commission

Freedom of Information and Privacy Coordinator  
Ontario Human Rights Commission  
400 University Avenue  
Toronto, Ontario  
M7A 2R9  
(416) 326-3875



TDD: (416) 314-4535 A public reading room for the review of manuals and other information is open during regular business hours on the 11th floor at 400 University Avenue, Toronto.

The Ministry of Citizenship plays a leadership role in the development of government policies and programs that address access and equality issues for those communities facing barriers to full participation in Ontario society. The ministry is committed to working in close cooperation with the province's cultural, racial, aboriginal, disabled and senior citizens communities to ensure these groups share in the social and economic benefits of life in Ontario. Key areas of responsibility fall into the following categories: multiculturalism, immigrant settlement and integration, aboriginal community development, anti-racism, human rights, disability issues and seniors' issues. The ministry is also responsible for overseeing the development of policies and strategies in three crucial areas of access and equity in Ontario: employment equity, advocacy for vulnerable adults and anti-racism. The Ministry of Citizenship's policy development and program delivery functions are carried out by the Policy and Planning Division, the Program Management

Division, the Ontario Anti-Racism Secretariat and the Native Community Branch.

Internal support services shared with the Ministry of Culture, Tourism and Recreation are human resources, finance, legal, administration, systems and audit.

Reporting to the government, through the Minister of Citizenship, are the Ontario Human Rights Commission, the Office of the Employment Equity Commissioner, the Ontario Advisory Council on Multiculturalism and Citizenship, the Ontario Advisory Council for Disability Issues and the Ontario Advisory Council on Senior Citizens.

## Deputy Minister's Office

### Communications Branch

The Communications Branch informs the public, client groups and the media about the ministry's programs and policies, establishes the communications policy, prepares communications strategies in consultation with ministry staff and provides communications support to the Minister and Deputy Minister. The branch also provides consultative and developmental services to senior staff regarding the production of communications materials.

Activities include strategic communications planning, issues management, events planning, media relations, publications and marketing campaigns.

### Corporate and Organizational Planning Division

The Corporate Services and Organizational Planning Division of the Ministry of Culture, Tourism and Recreation provides support services for the Ministry of Citizenship.

See the listings under the Ministry of Culture, Tourism and Recreation for information on the following branches: Legal Services Branch, Financial and Administrative Services Branch, Information Technology Services Branch, Human Resources Branch and Audit Services Branch.

### Employment Equity Program

The Employment Equity Program Office plans, develops and coordinates programs with the Ministry of Citizenship and its agencies to improve the employment status of aboriginal peoples, francophones, persons with disabilities, racial minorities and women.

### Common Records

Employment Equity Program  
Workplace Discrimination and Harassment Prevention Program



## French Language Services

This office coordinates the implementation of the government's French Language Services Act, 1986, within the ministry and its agencies.

It serves as a link between the francophone community and the ministry. The office of the coordinator also makes recommendations to the ministry on ways to meet the needs of Ontario's francophone population.

## Native Community Branch

The branch provides community development services in consultation and cooperation with aboriginal communities and organizations. The branch is mandated to promote organizational development that will assist communities in achieving self-government objectives, including economic self-reliance, social and cultural integrity and aboriginal-controlled services.

The branch has adopted a policy of aboriginal participation in the development and revision of programs which bring native organizations together for joint work on, and management of, grants programming.

The branch's native development consultants offer assistance to over 500 organizations and communities, including Metis communities, Friendship Centres, Native Women's Organizations, First Nations, native cultural and communications groups throughout Ontario. Field consultants provide consulting advice, project development assistance, information on available programs and a range of community development services.

This office administers a number of capital programs: The Ontario Native Community Infrastructure Program provides assistance to native communities for the construction and renovation of community halls and friendship centres. The Native Small Business Centres Program provides assistance to native communities for the construction and development of small business centres and business parks. The branch delivers native-specific programming on behalf of other ministries. The special initiatives are the Summer Experience Program to provide employment opportunities for aboriginal youth; and a special Family Violence Program providing grants to aboriginal community groups.

The branch also performs services for other provincial ministries and agencies by bringing a community-based perspective to the aboriginal policy and program development initiatives in government, including the aboriginal subcommittee of the Cabinet Committee on Justice on which the Minister of Citizenship sits.

Branch services are available through 11 field offices. Regional and head office staff provide administrative and technical

program support, as well as liaison with other ministries, agencies and departments.

## General Classes or Types of Records

Aboriginal Family Violence Program  
 Management and Training Program  
 Native Community Branch Grants Analysis Data Base,  
 Community Grants  
 Native Program Administration and Projects and Services  
 Grants Program  
 Native Small Business Centres Program  
 Northern Native Business Internship Program  
 Northern Native Small Business Development Program Data  
 Base  
 Northern Native Small Business Program  
 Ontario Native Community Infrastructure Program  
 Ontario Native Community Infrastructure/Native Small  
 Business Centres Program Data Base  
 Ontario Native Economic Support Program  
 Ontario Native Economic Support Program Data Base  
 Summer Experience Program

## Manuals

Native Community Branch Economic Development Manual  
 Native Community Branch Grants Manual  
 Northern Native Small Business Development Program Manual  
 Ontario Community Infrastructure/Native Small Business  
 Centres Program Manual

## Personal Information Banks

Northern Native Small Business Development Program  
Location: Native Community Branch Legal Authority: Ministry of Northern Development and Mines Act, R.S.O. 1990, c.M.32. Information Maintained: Name of individual and/or business, address, Social Insurance Number, education, personal and business finances (income, assets, liabilities, net worth, financial history or activities, credit worthiness), Northern Native Small Business Development Program grants, evaluation information. Uses: Verify program eligibility; program planning; prepare program management reports. Users: Native Community Branch staff, program managers, program review committee members, auditors. Individuals in Bank: Native persons resident in northern Ontario (Status, Non-Status, Metis, Inuit), northern businesses (sole proprietorships, partnerships, corporations, cooperatives). Retention and Disposal: Not determined.

## Policy and Planning Division

The division provides analysis and advice on issues related to the mandate of the ministry.

## Advocacy Project

The Advocacy Act is situated within the government's equity agenda as part of a legislative package with the Consent to

Treatment Act and the Substitute Decisions Act. The Acts, which are complementary, ensure informed consent to health care; autonomy; and whenever possible, equity for seniors and other persons limited by disabilities and appropriate intervention and protection when such persons are incapable of acting on their own behalf.

When implemented, a province-wide network of paid-and volunteer-advocates will be established. They will assist adults whose ability to obtain information, understand and exercise their rights, or to express and act on their wishes is limited by a mental or physical disability, illness or infirmity.

Four types of advocacy service will be provided: individual client-instructed advocacy; non-instructed advocacy for persons who are incapable of instructing and at risk of serious harm to health or safety; systemic advocacy; and rights advice as required by the Consent to Treatment Act, the Substitute Decisions Act, the Consent and Capacity Statute Law Amendment Act and the Mental Health Act.

The Advocacy Commission is expected to begin service in 1995.

### **Disability Issues Office**

The Disability Issues Office promotes awareness of government services and programs. It administers a Community Action Fund which assists organizations in undertaking initiatives that promote the goals of equality and full participation of disabled persons in Ontario's social and economic life. The fund has three components: the Consumer Advocacy Fund, the Fund for Women with Disabilities/Victims of Abuse and general Project Funding. An Access Fund is a cost-shared capital grants program for renovations to increase accessibility for seniors and people with disabilities to community meeting facilities operated by non-profit organizations. This includes organizations providing employment counselling and training services.

Community Action Awards are presented each year to recognize the outstanding achievements of 12 persons who have worked extensively to promote the integration of people with disabilities at the community level.

Information Services responds to written and telephone (1-800-387-4456) requests for information on programs and services provided by Ontario government ministries and their agencies.

### **General Classes or Types of Records**

Administrative Records  
Program/Policy Records

### **Manuals**

Ontario Group Homes Manual

### **Policy Services**

Policy Services provides analysis and advice on current and emerging issues related to the mandate of the Ministry of Citizenship and develops policy in the issue areas of anti-racism, disability, seniors, aboriginal, multiculturalism, immigration, human rights and employment equity.

Policy Services is responsible for policy development, research, strategic planning and evaluation, issue analysis and providing advice to the Minister and Deputy Minister. Through its Ethnocultural Data Base, it acquires, compiles, analyzes and disseminates statistical information on the culturally and racially diverse population of Ontario.

### **General Classes or Types of Records**

Cabinet Committee Documents  
Cabinet Submissions  
Correspondence  
Discussion Papers  
Human Rights Policy Papers  
Immigration Statistics - Publication  
Maps and Demographic Statistics for Selected Mother Tongue Groups  
Multiculturalism Papers  
Ontario: A Diverse and Changing Society - Special Report  
Research and Evaluation Studies  
Unpublished Statistical Tables

## **Program Management Division**

This division is responsible for activities listed below.

### **Access to Professions and Trades Unit**

The Access to Professions and Trades Unit (APT) promotes change to policies, practices and systems to ensure that individuals educated/trained outside Ontario are treated fairly when seeking licensure or certification in their occupation.

APT administers a grant program known as the Demonstration Project Fund (DPF). The DPF targets and provides support to professional and trades licensing or certification bodies, labour organizations, professional associations, broader public sector organizations and voluntary community organizations to undertake projects that address the removal of systemic barriers. Identified barriers that prevent individuals educated/trained outside Ontario from gaining access to their chosen profession/trade can be in relation to some aspect of: Licensure Testing, Language Testing, Review and Appeal processes, Supplementary Training/Education, Prior Learning Assessment/Credential Assessment.

APT works closely with other ministries to address access-related issues among the ministries' client groups.



## General Classes or Types of Records

Cabinet Committee Documents  
Cabinet Submissions  
Correspondence  
Discussion Papers  
Task Force Submissions and Responses

## Citizenship Development/Field Services

Field Services consolidates program delivery and community development in front-line community contact functions enabling the branch's multicultural, settlement and immigrant clients to achieve access and equity to government programs and services.

## General Classes or Types of Records

Administration and Settlement Services  
Citizenship Development Grants  
Community Facilities Improvement Program Grants  
Community Project Grants  
Labour Market Adjustment Program (LAS)  
Multicultural Workplace Program Coordination Grants  
Multilingual Access to Social Services Initiatives/Cultural Interpreter Services (MASSI/CI)  
Newcomer Services Publications/Resources  
Ontario Honours and Awards Program  
Ontario Settlement and Integration Program Grants  
Ontario Welcome House Nursery School and English as a Second Language (ESL)  
WAP/Cultural Interpreter Services and Training Program Grants (WAP/CI)  
Wife Assault Prevention Education Grant (WAPE)  
jobsOntario Community Action Program

## Personal Information Banks

### Children Information Records - Ontario Welcome House (OWH) Nursery School

Location: Citizenship Development/Field Services.Legal Authority: Ministry of Citizenship and Culture Act, R.S.O. 1990, c.M.18/Order-in-Council 3282/86.Information Maintained: Name, address, attendance consultations, client number, country of origin, date of birth, medical history, mother tongue, profile of parents.Uses: Administer day care programs.Users: OWH nursery school staff.Individuals in Bank: Children of immigrants, refugees attending adult language classes.Retention and Disposal: Four years, then destroyed.

### Ontario Welcome House (OWH) Client Files

Location: Citizenship Development/Field Services.Legal Authority: Ministry of Citizenship and Culture Act, R.S.O. 1990, c.M.18/Order-in-Council 3282/86.Information Maintained: Name, address, children, client number, country of origin, education, marital status, mother tongue, sex.Uses: Determine eligibility for benefits and settlement needs of immigrants and refugees.Users: OWH staff.Individuals in Bank:

Immigrants and refugees who are clients of OWH.Retention and Disposal: Three years, then destroyed.

### Resource Centre

Location: Citizenship Development/Field Services.Legal Authority: Ministry of Citizenship and Culture Act, R.S.O. 1990, c.M.18/Order-in-Council 3282/86.Information Maintained: Client names, business and residence telephone numbers, publications borrowed.Uses: Determine eligibility for benefits and settlement needs of immigrants and refugees.Users: Library/reading room staff.Individuals in Bank: Users/Clients of library.Retention and Disposal: Two years, then destroyed.

### Student Information Records, English as a Second Language (ESL) School

Location: Citizenship Development/Field Services.Legal Authority: Ministry of Citizenship and Culture Act, R.S.O. 1990, c.M.18/Order-in-Council 3282/86.Information Maintained: Name, address, age, class information, education, employment, immigrant status, medical information, occupation in country of origin, sex.Uses: Administration.Users: ESL school staff.Individuals in Bank: Immigrants and refugees to Ontario who have attended language classes.Retention and Disposal: Four years, then destroyed.

## Citizenship Development Office

This office promotes equal opportunity, appreciation, understanding and respect among Ontario's diverse population and the organizations that serve them. The branch develops and delivers programs to accelerate socio-economic participation of immigrants and newcomers, improve equity in treatment and access to services and support organizational change to respond to the reality of Ontario's cultural diversity.

Organizational Development and Training focuses on organizational development and intercultural communication. It provides consulting services to the public, private and non-profit sectors; develops print and audio-visual resources and supports training.

Settlement and Integration supports the professional development of settlement workers through training and resource production. Through community development initiatives such as the Wife Assault and Interpreter Services, it collaborates with community organizations in providing access for abused immigrant women and other non-English speaking persons to government services.

Citizenship Education supports and develops programs related to settlement, orientation and language training of immigrants and refugees, and assists other organizations and government ministries in providing access to their services. Multilingual publications such as the Newcomers' Guide to Services in Ontario are available to immigrants and intermediaries working with them. Other materials and referral for English as a Second-Language (ESL) are available at (416) 314-7520.



## **Field Services Office**

Field Services provides program delivery and community development support in front-line community contact functions, enabling the branch's multicultural, settlement and immigrant clients to achieve access and equity to government programs and services. Grant programs delivered by the branch through its consultants are Cultural Interpreter Services and Training Program (CI), Citizenship Development Grants Program (CD), Ontario Settlement and Integration Program (OSIP), Community Project Grants Program (CPG), and jobsOntario Community Action Program (JOCA).

Field Services Consultants can be reached at the following offices:

## **Ontario Welcome House Network**

The Ontario Welcome House Network (OWH) provides immigrants and refugees with multilingual settlement information and referral service to government, community and social agencies. The network also provides English as a Second Language (ESL) instruction (416 314-6740) linked with child care at OWH Nursery (416 314-6735). The network has community offices in North York (416 314-6480), Hamilton (1-905-521-7569), Mississauga (905 848-4680) and Scarborough (416 314-6470).

## **Resource Centre/Library**

The ministry maintains a resource centre/library that provides reference and lending services to staff, clients and the general public. The centre circulates both print and audio-visual materials province-wide.

It houses an integrated collection of reference and other materials related to multiculturalism, immigrant settlement, anti-racism, race relations, employment equity, aboriginal issues, disability issues, seniors' issues and human rights. The collection also includes materials to enhance skills in the areas of advocacy, intercultural communication, program planning and evaluation, policy development, organizational development/change, community development and training. A reading area with study carrels is available.

## **Seniors' Issues Office**

Seniors' Issues advances the independence and rights, and promotes the well-being of seniors in Ontario. It promotes the development of policies to address key issues, provides a central information and referral service for the public, supports research on matters affecting seniors and develops linkages with seniors organizations. It promotes seniors' interests and recognition of their contribution through education and awareness aimed at professionals, community, family and individual seniors.

The Access Fund increases physical access for persons with disabilities and senior citizens to existing community facilities. Matching grants of up to \$50,000 are available for approved renovations such as ramps, grab bars and brailled features.

Seniors' Month is celebrated in June of each year to promote the recognition of seniors. An awards ceremony takes place at Queen's Park honouring a number of seniors for their outstanding contributions to their communities.

## **General Classes or Types of Records**

Guides and Directories  
Records on Services and Programs  
Studies and Surveys

## **Agencies**

### **Office of the Employment Equity Commissioner**

The Office of the Employment Equity Commissioner is responsible for providing the Minister of Citizenship with advice on policy directions and implementation issues related to employment equity legislation. This office is also responsible for public consultation and education related to the employment equity legislation.

## **General Classes or Types of Records**

Background Papers and Research Reports  
Cabinet Submissions on Employment Equity  
Correspondence  
Designated Group Profiles

### **Ontario Advisory Council On Disability Issues**

The Ontario Advisory Council on Disability Issues advises the Ontario government, through the Ministry of Citizenship, on issues concerning people with disabilities.

The 14 members, appointed by Order-in-Council, meet regularly and periodically hold consultations. Council publishes an annual report, as well as reports on major issues such as employment, transportation and independent living.

## **Common Records**

Central Attendance Recording System (CARS)  
Employment Application Inventory  
General Employment History and Payroll Information  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts

## General Classes or Types of Records

Orders-in-Council

## Ontario Advisory Council On Multiculturalism and Citizenship

Members of the Ontario Advisory Council on Multiculturalism and Citizenship are appointed by an Order-in-Council. The council's role is to advise the Government of Ontario on matters pertaining to multiculturalism and citizenship. The council responds to specific government requests for advice on policy formulation and program development and delivery; examines and comments on the effectiveness of policies, programs and service delivery mechanisms; and promotes the concept of multicultural Ontario set out in the government's multicultural policy on equality, access and participation. Recommendations are made to the provincial government through the Minister of Citizenship.

## General Classes or Types of Records

Advisory Services/Liaison  
Council Committees and Task Groups  
Policy Reference  
Research/Resources/Projects  
Studies, Reports and Surveys

## Manuals

Policies and Administrative Procedures Manual for Council Members  
Staff Office Practices and Administrative Procedures Manual

## Personal Information Banks

Potential and Current Council Member Records

Location: Ontario Advisory Council On Multiculturalism and Citizenship. Legal Authority: Order-in-Council 2125/84. Information Maintained: Name, address, education, employment experience, telephone number, voluntary support and sensitivity to multicultural needs. Uses: Maintain record of council membership; identify potential council members; maintain contact with communities. Users: OACMC support staff and Minister's Office. Individuals in Bank: Potential candidates and current appointees. Retention and Disposal: Not determined.

## Ontario Advisory Council On Senior Citizens

The Ontario Advisory Council on Senior Citizens advises the Government of Ontario, through the Minister of Citizenship, on matters of concern to senior citizens in Ontario. Appointed by Order-in-Council, it consists of 16 members from across the province who meet regularly. Council produces an annual report, as well as position papers and major reports on such issues as palliative care, supportive housing, the rural elderly, transportation and native seniors.

## Common Records

Central Attendance Recording System (CARS)  
Employment Application Inventory  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts

## Ontario Anti-Racism Secretariat

The Ontario Anti-Racism Secretariat is an advocate for anti-racism in all sectors. It coordinates and provides advice on the implementation of the Anti-Racism Strategy for Ontario. This strategy sets the government's goals and priorities for combatting racism, in the public, private, broader public and community sectors.

The secretariat functions include support for the Cabinet Roundtable on Anti-Racism, aboriginal anti-racism, coordination of the government's response to the Stephen Lewis report, Ontario Public Service (OPS) Anti-Racism Strategy, Change Your Future Program, Demonstration Projects, community programs on development and education, as well as the youth strategy and consultative services. It also administers several grant programs for anti-racism projects.

## General Classes or Types of Records

Anti-Racism Operational Funding Program  
Anti-Racism Project Funding Program  
Dispute Resolution  
Incentive Funds to Broader Public and Private Sectors

## Personal Information Banks

Ontario Anti-Racism Secretariat Community Case Files

Location: Ontario Anti-Racism Secretariat. Legal Authority: Ministry of Citizenship and Culture Act, R.S.O. 1990, c.M.18/Order-in-Council 3282/86. Information Maintained: Name, address, correspondence between parties to a dispute. Uses: Assist in resolving conflict situations; develop public education programs and anti-racism/race relations policies. Users: Ontario Anti-Racism Secretariat staff. Individuals in Bank: Community members and institutional representatives involved in race -related disputes or proactive projects. Retention and Disposal: Twenty years, then transferred to archives.

## Ontario Honours and Awards

The Ontario Honours and Awards (OHA) Section coordinates the province's highest awards of recognition including the following programs: The Order of Ontario, recognizes greatest distinction and singular excellence in any field of endeavour by Ontarians; The Ontario Medal for Good Citizenship, recognizes those people whose caring concern and dedicated commitment enhances the quality of life in their communities; The Ontario Medal for Police Bravery and The Ontario Medal for Firefighters' Bravery recognize acts of superlative courage

performed in the line of duty; The Lincoln M. Alexander Awards recognize two young Ontarians who have demonstrated exemplary leadership in eliminating racism; The Volunteer Service Awards recognize length of service to community groups associated with the Ministry of Citizenship and the Ministry of Culture, Tourism and Recreation; The Outstanding Achievement Awards recognize precedent-setting examples of volunteerism; and, The Amethyst Awards for Outstanding Achievement in the Ontario Public Service recognize the importance of people in the Ontario Public Service (OPS) by honouring public servants for excellent work. OHA also coordinates a series of key special events at Queen's Park, including Canada Day celebrations, special sessions of Citizenship Courts and more.

## General Classes or Types of Records

Ontario Honours and Awards Program

## Personal Information Banks

### Ontario Honours and Awards

Location: Ontario Honours and Awards. Legal Authority: Ministry of Citizenship and Culture Act, R.S.O. 1990, c.M.18. Order-in-Council 3282/86. Information Maintained: Name, address, history of nominee's community service or achievement, name of organization, record of service. Uses: Determine, identify and publicize award recipients. Users: Program staff, news media (for award recipients), Advisory Concil Members. Individuals in Bank: Nominees and recipients of awards. Retention and Disposal: Some 10 years, others 20 years, then transferred to archives.

## Ontario Human Rights Commission

The Commission administers and enforces the Ontario Human Rights Code which provides for the right to equal treatment in employment, services, goods and facilities, contracts and accommodation without discrimination because of race, ancestry, place of origin, colour, sexual orientation, ethnic origin, citizenship, creed, sex, age, marital status, family status, handicap, record of offences (employment only) and receipt of public assistance (accommodation only). The Commission implements a program of investigation and conciliation of complaints and enforcement; public education and consultation with employers, unions, etc., with a view to reducing prejudice and discrimination; and research into patterns of discrimination. The 16 district offices are listed below:

## Common Records

Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Job Competitions and Applications  
Litigation Files  
Ombudsman/Human Rights Commission

Performance Management  
Student Applications  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

## Personal Information Banks

### Case Files - Public Inquiries and Complaints

Location: Ontario Human Rights Commission. Legal Authority: Ontario Human Rights Code as amended. Information Maintained: Complainants and respondents' names, address, complaint descriptions, reports, disposition of cases, witnesses' statements, investigation/conciliation. Uses: Investigation/conciliation under the Ontario Human Rights Code. Review of special programs. Users: Commission staff, commissioners and commission counsel when access is necessary for the performance of their functions. Individuals in Bank: Complainants, respondents, witnesses, persons making inquiries. Retention and Disposal: Fifteen years, then transferred to archives.

## Province of Ontario Medal for Firefighters' Bravery Advisory Council

The council recommends recipients of the Firefighter's Bravery Medal.

## Province of Ontario Medal for Good Citizenship Advisory Council

The council selects recipients annually for the Ontario Medal for Good Citizenship.

## Province of Ontario Medal for Police Bravery Advisory Council

The council recommends recipients of Police Bravery Medal.

## Province of Ontario Medal for the Order of Ontario Advisory Council

Recommends recipients annually for the Order of Ontario.



# MINISTRY OF COMMUNITY AND SOCIAL SERVICES

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## Head

Minister of Community and Social Services  
6th Floor, Hepburn Block  
80 Grosvenor Street  
Toronto, Ontario  
M7A 1E9  
(416) 325-5225

## Access

Freedom of Information and Privacy Coordinator  
Capital and Administrative Services Branch  
Ministry of Community and Social Services  
30th Floor, 2 Bloor Street West  
Toronto, Ontario  
M7A 1E9  
(416) 327-4635



A public reading room for review of the manuals and other information is open during regular office hours on the fifth floor at 880 Bay Street, Toronto. Access may also be provided at the locations listed below

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Administrator  
Huronian Regional Centre  
P.O. Box 1000  
Orillia, Ontario  
L3V 6L2  
(705) 326-7361

Administrator  
Midwestern Regional Centre  
P.O. Box 400  
Palmerston, Ontario  
N0G 2P0  
(519) 343-2015

Administrator  
Prince Edward Heights  
P.O. Box 440  
Picton, Ontario  
K0K 2T0  
(613) 476-2104

Administrator  
Thistletown Regional Centre  
51 Panorama Court  
Etobicoke, Ontario  
M9V 4L8  
(416) 326-0600

Administrator  
Syl Apps Campus  
P.O. Box 356, 475 Iroquois Shore Road  
Oakville, Ontario  
L6J 5E8  
(905) 844-4110

Administrator  
Rexdale Campus  
51 Panorama Court  
Etobicoke, Ontario  
M9V 4L8  
(416) 326-0600

Administrator  
Project DARE  
P.O. Box 2000  
South River, Ontario  
P0A 1X0  
(705) 386-2376

Administrator  
Southwestern Regional Centre  
R.R. # 1  
Blenheim, Ontario  
N0P 1A0  
(519) 676-5431

Administrator  
D'Arcy Place  
P.O. Box 2001, 700 D'Arcy Street  
Coburg, Ontario  
K9A 4L5  
(905) 372-3341

Administrator  
Adult Occupational Centre - Edgar  
P.O. Box 12000  
Barrie, Ontario  
L4M 4W3  
(705) 728-6910

Administrator  
CPRI  
600 Sanitorium Road  
London, Ontario  
N6H 3W7  
(519) 471-2540

Administrator  
Oxford Regional Centre  
P.O. Box 310  
Highway #59 North  
Woodstock, Ontario  
N4S 7X9  
(519) 539-1251

Administrator  
Northwestern Regional Centre  
P.O. Box 3270  
580 North Algoma Street  
Thunder Bay, Ontario  
P7B 5J8  
(807) 343-4321

Administrator  
Rideau Regional Centre  
P.O. Box 2000  
Smiths Falls, Ontario  
K7A 4T7  
(613) 284-0123

Area Manager  
Windsor Area Office  
1st Floor, Ontario Government Building  
250 Windsor Avenue  
Windsor, Ontario  
N9A 6V9  
(519) 254-1651

Area Manager  
Waterloo Area Office  
5th Floor, Waterloo Square  
75 King Street South  
Waterloo, Ontario  
N2J 1P2  
(519) 886-4700

Area Manager  
Toronto Area Office  
9th Floor, 2195 Yonge Street  
Toronto, Ontario  
M7A 1G1  
(416) 325-0500  
(including Toronto Juvenile Observation and Detention Home)

Area Manager  
Ottawa Area Office  
7th Floor, 10 Rideau Street  
Ottawa, Ontario  
K1N 9J1  
(613) 234-1188  
(including Ottawa Juvenile Observation and Detention Home)

Area Manager  
Peterborough Area Office  
60 Hunter Street East  
Peterborough, Ontario  
K9H 1G5  
(705) 743-1624

Area Manager  
Sudbury Area Office  
3rd Floor, 10 Elm Street  
Sudbury, Ontario  
P3C 5N3  
(705) 675-4250  
(including Sault Ste. Marie Juvenile Observation and Detention Home)

Area Manager  
Thunder Bay Area Office  
3rd Floor, 710 Victoria Avenue  
Thunder Bay, Ontario  
P7C 5P7  
(807) 622-2272

Area Manager  
North Bay Area Office  
Suite 406, 222 McIntyre Street West  
North Bay, Ontario  
P1B 2Y8  
(705) 474-4452

Area Manager  
Barrie Area Office  
34 Simcoe Street  
Barrie, Ontario  
L4N 6T4  
(705) 737-1311

Area Manager  
Hamilton Area Office  
P.O. Box 2112  
7th Floor, 119 King Street West  
Hamilton, Ontario  
L8N 3Z9  
(905) 521-7844  
(including Arrell Youth Centre)

Area Manager  
Kingston Area Office  
Suite 103, 1055 Princess Street  
Kingston, Ontario  
K7L 5T3  
(613) 545-0539



Area Manager  
Mississauga Area Office  
Suite 212, 1140 Burnhamthorpe Road West  
Mississauga, Ontario  
L5C 4E9  
(905) 897-3100



Branch Director  
Human Resources Branch  
23rd Floor, 2 Bloor Street West  
Toronto, Ontario  
M7A 1E9  
(416) 327-4755



Area Manager  
London Area Office  
6th Floor, 495 Richmond Street  
London, Ontario  
N6A 5A9  
(519) 438-5511  
(including London Juvenile Observation and Detention Home)



Branch Director  
Child Care Branch  
30th Floor, 2 Bloor Street West  
Toronto, Ontario  
M7A 1E9  
(416) 327-4865



Branch Director  
Communication and Marketing Branch  
7th Floor, Hepburn Block  
80 Grosvenor Street  
Toronto, Ontario  
M7A 1E9  
(416) 325-5151



Branch Director  
Information Systems Branch  
12th Floor, 5140 Yonge Street  
North York, Ontario  
M2N 6L7  
(416) 730-6600



Branch Director  
Management Support Branch  
7th Floor, Hepburn Block  
80 Grosvenor Street  
Toronto, Ontario  
M7A 1E9  
(416) 325-5444



Branch Director  
Comprehensive Audit and Review Branch  
3rd Floor, 2195 Yonge Street  
Toronto, Ontario  
M4S 2B1  
(416) 314-6920



Branch Director  
Children's Services Branch  
3rd Floor, Hepburn Block  
80 Grosvenor Street  
Toronto, Ontario  
M7A 1E9  
(416) 325-5315



Chair  
Social Assistance Review Board  
7th Floor, 1075 Bay Street  
Toronto, Ontario  
M5S 2B1  
(416) 326-5104



Branch Director  
Community Services Branch  
4th Floor, Hepburn Block  
80 Grosvenor Street  
Toronto, Ontario  
M7A 1E9  
(416) 327-4950



Chair  
Soldiers' Aid Commission  
24th Floor, 2 Bloor Street West  
Toronto, Ontario  
M7A 1E9  
(416) 327-4674



Branch Director  
Financial and Administrative Services Branch  
6th Floor, 880 Bay Street  
Toronto, Ontario  
M7A 2B6  
(416) 326-8000



Chair  
Custody Review Board  
24th Floor, 2 Bloor Street West  
Toronto, Ontario  
M7A 1E9  
(416) 327-4670



Chair  
Child and Family Services Review Board  
24th Floor, 2 Bloor Street West  
Toronto, Ontario  
M7A 1E9  
(416) 327-4670





The Ministry of Community and Social Services, established in 1930 as the Department of Public Welfare, was formed as a result of the Ross Commission on Public Welfare. The Old Age Pensions, Mother's Allowance and Children's Aid branches, previously administered by the Provincial Secretary and the Unemployment Relief Branch from the Department of Labour, were amalgamated under the new department. In 1967, the name was changed to the Department of Social and Family Services and, in 1972, it became the Ministry of Community and Social Services.

In 1974, the ministry acquired the Mental Retardation Program under the Developmental Services Act from the Ministry of Health. The children's services programs were transferred from the Ministries of Health, Correctional Services and the Attorney General in 1977. In June 1989, a new division was formed to coordinate the programs for elderly and physically disabled people who require long-term care. This division reported jointly to the Ministry of Health and the Ministry of Community and Social Services. It now reports only to the Ministry of Health. The current trend is to encourage and support community programs enabling physically and developmentally disabled persons and elderly citizens to live independently. Ministry-operated and -funded programs are moving toward small, community residential settings with local support networks. Administration of ministry-funded and direct-delivery programs across the province is decentralized to area offices and facilities.

The ministry provides short- and long-term assistance to Ontarians with special needs. Programs and services including financial assistance, residential care and professional counselling, are available to adults, children, families and physically and developmentally disabled persons. These services are provided by directly operated ministry programs and through a system of transfer payments to independent agencies.

The ministry is organized into five divisions, each headed by an Assistant Deputy Minister, reporting directly to the Deputy Minister. These divisions are Corporate Services, Policy and Program Development, Children, Family and Community Services, Program Management, Social Assistance and Employment Opportunities, and Strategic Directions.

In addition, there are two branches, each headed by a Director, reporting directly to the Deputy Minister. These are Communications and Marketing, and Legal Services.

### Common Records

Board of Governors Membership  
Career Planning/Training  
Freedom of Information and Protection of Privacy Act Requests  
Ontario Student Assistance Program

## Deputy Minister's Office

### Communications and Marketing Branch

This branch establishes communications and marketing policy for the ministry, consults with staff and prepares communications and marketing strategies in partnership with Corporate Offices and Divisions and provides communications support to the Offices of the Minister and Deputy Minister.

Responsibilities include liaison with the media; answering public inquiries; coordinating and providing creative services such as artwork and design; producing and distributing publications, news releases and audio-visual materials; and preparing speeches for senior executives and directing advertising campaigns.

Public relations assistance and consultation, which may result in publications, films, videos, conferences and displays, are available to municipalities and social agencies for explaining ministry programs to selected target audiences.

The branch provides an internal conduit for the preparation of briefing notes, contentious issue reports and responses to the Minister's correspondence. It also provides a media monitoring service, a House briefing and monitoring service, and administrative assistance in the area of social invitations.

### Personal Information Banks

#### Correspondence Files

Location: Communications and Marketing Branch. Legal

Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20. Information Maintained:

Correspondence. Uses: Maintain a record of correspondence. Users: Staff of the Communications and Marketing Branch. Individuals in Bank: People who have written to the Minister, Deputy Minister, or their designates. Retention and Disposal: Five years, then destroyed.

### Customer Service

General information on ministry services and programs is provided to the public by this section. It acts as a liaison between clients and offices, refers callers to other information sources and provides copies of ministry publications.

### Legal Services Branch

This branch provides legal services to the ministry, which include preparation of contracts, provision of legal opinions, appearances at tribunals and court hearings, and the preparation and interpretation of statutes, regulations and other legal documents. The branch is seconded to the Ministry of Community and Social Services by the Ministry of the Attorney General.

### General Classes or Types of Records

Federal-Provincial Cost-Sharing Agreements  
Litigation Files  
Ministerial Approval of Corporations and Institutions  
Ministry Program Agreements

### Office of the Coordinator of French Language Services

This office advises the Deputy Minister and Senior Management on the provision of French language services within the framework of ministry programs and activities, and monitors the effective delivery of services in French. Policy proposals and implementation plans are formulated to meet ministry obligations under the French Language Services Act.

The office also assists divisions and branches with implementation of the Act, liaises with francophone associations in regards to the needs and concerns of the Franco-Ontarian community, disseminates information on the availability of ministry services in French, coordinates translation of major documents as required and standardization of bilingual ministry terminology.

### General Classes or Types of Records

French Language Services

### Corporate Services Division

The Corporate Services Division is responsible for providing policy direction and support in the areas of administrative services, comprehensive audit and review, employment equity, federal/provincial cost sharing, financial planning and analysis, forms and records management, freedom of information and protection of privacy, "Greening" initiatives, human resources and information systems.

The division is comprised of five branches: Comprehensive Audit and Review, Financial and Administrative Services, Financial and Capital Planning, Human Resources and Information Systems.

### General Classes or Types of Records

Adoption/Crown Wards System (ACWS)  
Agency Correspondence  
Capital Commitments and Projection Information System  
Capital Grants (Construction/Acquisition/Renovation of Facilities)  
Cheque Replacement Monitoring System  
Children in Adult Psychiatric Facilities - Statistics  
Children's Aid Societies (CASs) - Quarterly Reports  
Comprehensive Audits  
Credit Counselling Services - Statistics  
Day Nurseries Information System (DNIS)

Developmentally Disabled - Database System for Programs  
Developmentally Disabled - Work Activity System  
Employment Opportunities Program - Expenditure Monitoring of Agencies  
Family Violence Prevention - Budgets and Expenditures  
Federal/Provincial Cost-Sharing  
Freedom of Information and Protection of Privacy Requests  
Group Homes Registry  
Homes for the Aged - Annual Statistical Reports  
Private Home Day Care - Statistics  
Service Provider Inventory System (SPI)  
Young Offenders Strategic Information System (YOSIS)  
Youth Employment Program - Administration

### Manuals

Adoption  
Billcap Policy and Procedures  
Capital Projects  
Case Information Disclosure  
Children in Care of Children's Aid Societies (CASs) and Probation Services  
Children's Residence Licensing  
Claims Examination Procedures - Family Benefits (FBA)  
Comprehensive Income Maintenance System (CIMS) - Caseworker Volumes 1 2 and 3  
Day Nurseries  
Developmentally Disabled - Residential Services  
Eligibility Review - Family Benefits (FBA)  
Family Benefits (FBA) - Policy and Procedural Guidelines  
Family Services  
Financial Administration  
Foster Care Licensing  
Freedom of Information and Protection of Privacy - MBS and MCSS  
General Welfare Assistance (GWA) - Legal Aid Test  
General Welfare Assistance (GWA) - Policy Guidelines  
Human Resources Guide  
Integrated Records - Family Benefits (FBA)  
Legal Aid Assessment  
Legislation - Adults  
Legislation - Children (Volumes 1 and 2)  
Legislation - Income Maintenance  
Ministry Administration Manual  
Municipal Assistance Information Network (MAIN)  
Northern Districts - Family Benefits (FBA)  
Parental Support Workers (PSWs) - Operating Guidelines  
Private Home Daycare  
Purchase of Counselling Services  
Residential Services - Senior Citizens  
Special Needs and Services  
Special Services at Home  
Standard Agreements Manual  
Standards for Food Services/Support Services for the Physically Disabled  
Vocational Rehabilitation Services (VRS) - Volumes 1 and 2  
Young Offenders Services



## Comprehensive Audit and Review Branch

This branch is responsible for examining programs and services that are directly operated by the ministry or funded through transfer payments. The branch provides findings and advice on the quality of the controllership function within the ministry and compliance with ministry and provincial government directions.

The branch determines if funds and provincially owned property are being adequately safeguarded and provides management with relevant information. The branch ascertains whether legislative, central agency and ministry directions are followed with due regard for economy and efficiency of operations, and examines the appropriateness of evaluation procedures.

The branch determines if information systems are developed, implemented and maintained according to ministry and provincial government standards.

The branch is also responsible for the verification of cost-sharing claims with the federal government.

**General Classes or Types of Records**  
Comprehensive Audits

## Financial and Administrative Services Branch

This branch is responsible for providing a broad range of financial, treasury and management services to the ministry and encouraging the effective use of technology to improve business practices.

The branch is responsible for the processing of all financial transactions, including payroll, the administration of federal/provincial cost-sharing programs, financial administration policy, financial reporting and ministry financial systems.

**General Classes or Types of Records**  
Cheque Replacement Monitoring System  
Employment Opportunities Program - Expenditure Monitoring of Agencies

### Manuals

Comprehensive Income Maintenance System (CIMS) - Caseworker Volumes 1, 2 and 3

### Personal Information Banks

Family Benefits (FBA) - Pay Lists

Location: Financial and Administrative Services Branch. Legal Authority: Family Benefits Act, R.S.O. 1990, c.F.2, s.9 and s.11; General Welfare Assistance Act, R.S.O. 1990, c.G.6, s.4 and s.9. Information Maintained: Name and number of beneficiaries, OHIP coverage, address, amount of cheque and cheque number, amount of rent subsidies, case classification. Uses: Maintain FBA payment records, federal

audits. Users: Financial and Administrative Services Branch staff. Individuals in Bank: Recipients of Family Benefits (FBA). Retention and Disposal: Up to seven years, then destroyed, subject to federal audit.

## Electronic Funds Transfer (EFT) Unit

This unit is responsible for monthly payments to Family Benefits (FBA) recipients who receive their entitlement through the EFT process into their bank accounts.

## Federal/Provincial Cost Sharing Unit

This unit is responsible for Canada Assistance Plan (CAP) cost-sharing, YOA/VRDP/IWS cost-sharing and claims administration.

## Finance, Accounting, Information Technology Unit

This unit is responsible for providing financial information technology support, payroll, financial controls support, and administration and processing.

## Financial Policy and Support Services Unit

This unit is responsible for providing financial policy advice and support, supply and services support, inventory and fleet coordination, mailroom and duplicating centres, purchasing, the Distribution Centre and ministry manuals.

## Financial and Capital Planning Branch

This branch is responsible for analyzing and evaluating the financial and resource implications of ministry programs, coordinating estimates preparation and multi-year financial planning, providing financial management services to ministry branches, coordinating financial planning for the ministry and liaising with Treasury Board.

### Manuals

Financial Administration

## Capital Planning Unit

This unit is responsible for the capital planning process for the ministry.

## Estimates and Allocations Unit

This unit is responsible for coordinating estimates preparation and multi-year financial planning and coordinating financial planning for the ministry.

## Financial Reporting Unit

This unit is responsible for providing financial management services to ministry branches.



## Program Planning Unit

This unit is responsible for analyzing and evaluating the financial and resource implications of ministry programs.

## Human Resources Branch

This branch provides services to ministry staff regarding personnel classification, compensation and staffing policies; investigation of employee grievances; occupational health and safety; human resources planning; performance management placement; employment equity and training and development.

The branch works in an advisory capacity with human resource program delivery staff and line managers who concentrate on personnel matters within their areas.

The branch also coordinates the ministry's Youth Employment Program and liaises with the Human Resources Secretariat, Management Board of Cabinet and Ontario Public Service Employees Union (OPSEU).

The Library and Career Information Centre is the part of the branch that provides access to reference services; ministry publications; career planning information; training and development opportunities; management information resources; and Statutes, Regulations and manuals related to all programs delivered by the ministry.

The Library is also the ministry's public reading room, required by the Freedom of Information and Protection of Privacy Act, 1987.

## Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Ombudsman/Human Rights Commission  
Parking Records  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

## Manuals

Human Resources Guide

## Employee Relations and Compensation Unit

This unit works within the areas of benefits and classifications, pensions, grievances and the social contract.

## Employment Equity Unit

This unit works within the areas of policy, program design and support, outreach recruitment, internships, training, Workforce Profile Surveys, workplace harassment, and the MCSS and OPS Funds.

## Head Office Unit

This unit works within the areas of providing operational human resources services to Head Office organizations and training.

## Physical Workplace Programs Unit

This unit works within the areas of policy; managing capital; Renovations, Leasing and Accommodations Project; support to the Health and Safety Committee; training; Specialist Services; and houses the Quick Response Team.

## Planning and Development Unit

This unit works within the areas of planning and policy, organizational development, redeployment, training, reference and research systems, collection development and circulation of resources.

## Senior Management Group Unit

This unit works within the areas of staffing, classifications and benefits within the SMG classification series.

## Information Systems Branch

This branch is responsible for putting a modern, integrated and effective technology in place across the ministry, by developing ministry-wide systems and databases, and implementing office automation, computing power and networks appropriate to the ministry's structure.

## General Classes or Types of Records

Adoption/Crown Wards System (ACWS)  
Capital Commitments and Projection Information System  
Children's Aid Societies (CASs) - Quarterly Reports  
Credit Counselling Services - Statistics  
Developmentally Disabled - Work Activity System  
Freedom of Information and Protection of Privacy Requests  
Homes for the Aged - Annual Statistical Reports  
Private Home Day Care - Statistics  
Service Provider Inventory System (SPI)  
Young Offenders Strategic Information System (YOSIS)

## Personal Information Banks

Canada Assistance Plan (CAP) - Billing

Location: Information Systems Branch Legal Authority:

Developmental Services Act, R.S.O. 1990, c.D.11; Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Number of Days of Care in

Schedule I and II Facilities.Uses: Bill Canada Assistance Plan (CAP) on behalf of developmentally disabled residents.Users: Developmental Services Branch staff.Individuals in Bank: Residents of Facilities for the Developmentally Handicapped.Retention and Disposal: Various - up to six years, then destroyed.

#### Child Advocacy Information System

Location: Information Systems Branch.Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11.Information Maintained: Name code, wardship status, admission, date of birth, facility name, placement, sex, transfer and discharge dates, type of placement and related data.Uses: Track children in the children's residential care network, and provide regular and ad hoc facility reports to plan and manage cases and resources.Users: Ministry staff responsible for providing children's services.Individuals in Bank: Children in care in residential and non-residential licensed/funded programs (e.g., Children's Aid Societies (CASs), young offenders' programs, children's mental health centres).Retention and Disposal: Various - up to 3 years, then destroyed. The databank is no longer active; no input since November 1989.

#### Comprehensive Income Maintenance System (CIMS)

Location: Information Systems Branch.Legal Authority: Family Benefits Act, R.S.O. 1990, c.F.2, s.9 and s.11; General Welfare Assistance Act, R.S.O. 1990, c.G.6, s.4 and s.9.Information Maintained: Name of applicant and dependants, social insurance and health cards numbers, accommodation costs, address and telephone number, child care costs, income details, overpayment information, pay directs/alternate payees, payment history, special items.Uses: Record eligibility; determine rate of social assistance payments; administer income maintenance programs and program evaluation.Users: Income Maintenance staff in municipalities and the ministry.Individuals in Bank: Applicants and recipients of Family Benefits (FBA), Vocational Rehabilitation Services (VRS), Work Incentive Programs (WIN), General Welfare Assistance (GWA), Special Assistance, Supplementary Aid.Retention and Disposal: Various - up to 7 years, then destroyed.

#### Facilities for the Developmentally Disabled - Residential Statistical System

Location: Information Systems Branch.Legal Authority: Developmental Services Act, R.S.O. 1990, c.D.11.Information Maintained: Physical capacities.Uses: Plan resources in communities to meet needs of discharged developmentally handicapped clients; Facility operations budgeting and control.Users: Developmental Services Branch staff.Individuals in Bank: Clients of Facilities for the Developmentally Disabled.Retention and Disposal: Various - up to 3 years, then destroyed. The databank is no longer active; no input since June 1988.

#### Municipal Assistance Information Network (MAIN)

Location: Information Systems Branch.Legal Authority: General Welfare Assistance Act, R.S.O. 1990, c.G.6, s.4 and

s.9.Information Maintained: Name of applicant and dependants, social insurance and health card numbers, accommodation costs, address and telephone number, child care costs, income details, overpayment information, pay directs, payment history, special items.Uses: Record eligibility; determine rate of social assistance payments; administer income maintenance programs; program evaluation.Users: Income Maintenance staff in the Municipality of Metropolitan Toronto Community Services Department.Individuals in Bank: Applicants and Recipients of General Welfare Assistance (GWA), Special Assistance and Supplementary Aid.Retention and Disposal: Various - up to 7 years, then destroyed.

### **Community Systems Unit**

This unit is responsible for developing and maintaining community systems. The unit works with users to develop new systems.

### **Finance and Administration Unit**

This unit provides financial and administration services to the branch.

### **Ministry-Wide Systems Unit**

This unit is responsible for developing and maintaining ministry-wide systems. The unit works with users to develop new systems.

### **Operations and Support Unit**

This unit is responsible for hardware and software support for the ministry, ministry local and wide-area network support, ongoing operations and ministry voice and telecommunications systems.

### **Policy and Planning Unit**

This unit is responsible for strategic planning for ministry technology initiatives, the ministry's Forms and records Unit and the ministry's Freedom of Information and Protection of Privacy Unit.

## **Policy and Program Development Children, Family and Community Services Division**

The Policy and Program Development Children, Family and Community Services Division is responsible for policy and program development with respect to Child Care, Children's Services and Community Services.

The division includes three branches: Child Care, Children's Services and Community Services.



### General Classes or Types of Records

Child Care Direct Operating Grants Data  
Children in Adult Psychiatric Facilities - Statistics  
Day Nurseries Information System

### Manuals

Foster Care Licensing

## Child Care Branch

This branch is responsible for policy development and program design to facilitate child care service delivery at the area office level. Area offices supervise and issue licences to Nursery Schools, Child Care Centres and Home Child Day Care Agencies.

Information and consultation on program development, staffing, legislation and special child care programs (e.g., for native peoples, handicapped peoples, etc.) is offered to community groups.

The ministry provides operational start-up capital assistance to municipalities, First Nations Bands, approved corporations and other non-profit incorporated groups to establish non-profit day nurseries. The ministry also provides direct-operating program subsidies to improve child care, staff salaries and benefits.

Municipalities, First Nations Bands and approved corporations may also receive ministry funding to provide fee subsidies for eligible families in need of financial assistance to cover child care costs.

## Children's Services Branch

This branch develops policies and programs for services under the Child and Family Services Act, 1984, including services for native people; licensing of children's residential care facilities; confidentiality of and access to records; use of extraordinary measures; young offenders services; child welfare services; and treatment, intervention and primary prevention services.

Child Welfare Services, provided through Children's Aid Societies (CASs), for the enhancement of family life, protection of children and prevention of child abuse and neglect, include support, counselling and supervision of children and families in their homes, and placement and care of children in foster and adoption homes or in children's residences, by agreement with the family or by court order.

Child Treatment Services, by or under the supervision of psychiatrists for severely disturbed children, may be provided through ministry-operated facilities or approved agencies in residential or non-residential programs, and usually in association with other helping professionals.

Child and Family Intervention Services, provided through approved agencies, for children with social, emotional or behavioural problems and their families, include assessment and counselling and life skills training and may be residential or non-residential.

Young Offenders Services are provided through approved agencies, contractual arrangements with service providers and ministry-operated facilities for children 12-15 years of age who are in conflict with the law and subject to the Young Offenders Act or the Provincial Offences Act. Services include detention, pre-disposition reports, community service programs, probation supervision and open and secure custody.

A Community Support Service is a support or prevention service that is aimed at facilitation and/or improvement of social support for populations at risk and which may reduce the likelihood of need for ongoing or more intensive services. Community Support Services also include review and advisory bodies, and consist of activities such as prevention, professional consultation and research.

## Community Services Branch

This branch develops policies for community-based and institutional services for persons with disabilities.

A variety of residential and support services are provided to children and adults with developmental disabilities, including group homes, sheltered workshops, supported independent living and case management for support services (see Employment Support Programs).

In addition, the branch provides policy and programs for adults and families such as Hostel Programs, Halfway Houses, Alcohol and Drug Recovery Homes, Counselling Services, Family Violence Initiatives and The Community Neighbourhood Support Services Program (CNSSP).

All branch policies and initiatives are developed in a manner sensitive to the needs of nNative, racial and ethno-specific groups. In addition, specific initiatives are developed to provide culturally sensitive services and improved access.

The Municipal Hostel Program is provided by municipalities under the General Welfare Assistance Act. Municipalities may purchase or provide room and board on an emergency, domiciliary or transient basis for needs tested persons or families. For further information, contact Municipal Social Service offices or the area and local offices listed under the ministry's Program Management Division entry.

Halfway House Programs fall under the Charitable Institutions Act, and provide residential rehabilitation services for substance abusers, ex-offenders and other socially disadvantaged persons.



Funding is administered through the area and local offices listed under the ministry's Program Management Division entry.

Core funding is available to informal, locally based support services, through the Community and Neighbourhood Support Services Program (CNSSP), to strengthen communities through community development activities and provide services such as parent education, self-help, outreach, referral. Service funds are also available under the CNSSP.

Counselling services may be provided or purchased by municipalities from family counselling agencies for persons in need (defined under the General Welfare Assistance Act). For such services, contact Municipal Social Service offices. The ministry also purchases counselling services from agencies and community organizations under the Ministry of Community and Social Services Act. Funding is administered through the area and local offices listed under the ministry's Program Management Division entry.

Wife Assault Prevention Programs for women who are victims of wife abuse and their families include Transition Houses, Interval Houses, Safe Homes, Crisis Telephone Lines, Emergency Transportation and community-based counselling services. Services are administered through area and local offices listed under the ministry's Program Management Division entry, as well as municipalities.

Alcohol and Drug Recovery Homes are residential rehabilitation programs located in either halfway houses (Charitable Institutions Act) or municipal hostels, providing a supportive environment, enabling participants to maintain sobriety and to reintegrate into the community.

## General Classes or Types of Records

Group Homes Registry

## Personal Information Banks

### Wage Policy Pilot Project

Location: Community Services Branch. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Client's date of birth and gender, client's name and address, income source including gross and net pay, hourly and monthly earnings, minimum wage equivalent, social assistance payments and supplementary payments, type of activity and hours in each activity. Uses: Record eligibility; determine rate of social assistance payments and/or supplementary payments; analyze financial impact of policy. Users: Area Office Income Maintenance staff, wage policy coordinators and clerks, area managers, district service managers, Community Services Branch staff, Social Assistance Programs Branch staff, Financial and Capital Planning Branch staff and designated service providers. Individuals in Bank: Disabled persons participating in Wage Policy Pilot Projects. Retention and Disposal: Under review.

## Program Management Division

The Program Management Division is responsible for the delivery of all ministry programs. The division is comprised of Area and Local Offices; Developmental Services Branch; Management Support Branch; Northern Support Unit and Office of Child and Family Service Advocacy.

The Management Support Branch is responsible for strategic management, agency support and program coordination for the division. It includes Child Care, Children's Services, Income Maintenance and Employment, Community Services, Finance, Information, Organizational Development, Native Services, Chaplaincy Services, Adoptions, Child Abuse Register, Crown Ward Reviews, Investigations and Support to Boards.

The Developmental Services Branch is responsible for facilities for the developmentally disabled.

The Northern Support Unit provides support to northern Ontario area, local and district offices.

The Office of Child and Family Service Advocacy is responsible for protecting the rights and interests of children and families who are receiving or seeking services from the ministry.

## General Classes or Types of Records

Child Abuse Prevention - Grants and Training Programs

Controlled-Drug Inventory

Family Benefits Assistance (FBA)

Family Benefits Cheque Replacement

Finance and Accounting

General Welfare Assistance (GWA)

Institution Maintenance and Inspection

Institution Search for Contraband Drugs/Goods

Legal Aid Assessment Staff Cost

Licensing - Children's Programs/Agencies

Maintenance, Financial and Control Records of Custody

Facilities

Multi-Year Plan Nursing Home Placement - Monthly Statistics

Municipal Chargebacks

Municipal Purchase of Counselling

Operating Statements

Program Management - Support Data

Program Planning and Support Information

Quality Assurance

Sanitation Statistical Reports

Statistics on Movement of Clients Within Each Facility

Transfer Payment Agencies (Proposals/Budget

Approvals/Subsidy Claims)

Transfer Payment Agencies - Adult Social Services

Transfer Payment Programs Administration - Children's Services

Transfer Payment Programs Administration Developmental Services (Adults/Children)

Vocational Rehabilitation Services (VRS) Programs - Financial Data  
 Young Offenders Act (YOA) - Monthly Payment Statistics, Custody Information, Record of Placements, Types of Orders, Facility Development

## Manuals

Adoption  
 Case Information Disclosure  
 Children in Care of Children Aid Societies (CASS)/Probation Services  
 Children's Residence Licensing  
 Claims Examinations Procedures - Family Benefits (FBA)  
 Comprehensive Income Maintenance System (CIMS) - Caseworker Vol. 1-3  
 Day Nurseries  
 Developmentally Handicapped - Residential Services  
 Eligibility Review - Family Benefits (FBA)  
 Family Benefits (FBA) - Policy and Procedural Guidelines  
 Family Services  
 Foster Care Licensing  
 General Welfare Assistance (GWA) - Legal Aid Test  
 General Welfare Assistance (GWA) - Policy Guidelines  
 Integrated Records - Family Benefits (FBA)  
 Legal Aid Assessment  
 Legislation - Adults  
 Legislation - Children (Volumes 1 and 2)  
 Legislation - Income Maintenance  
 Ministry Administration Manual  
 Northern Districts - Family Benefits (FBA)  
 Parental Support Workers (PSWs) - Operating Guidelines  
 Private Home Daycare  
 Purchase of Counselling Services  
 Residential Services - Senior Citizens  
 Special Needs and Services  
 Standard Agreements Manual  
 Standards for Food Services/Support Services for Physically Disabled  
 Vocational Rehabilitation Services (VRS) - Vol. 1 and 2  
 Young Offender Services

## Personal Information Banks

### CPRI - Case Files

Location: Program Management Division. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11. Information Maintained: Name and address of parent/guardian, medical information, name and casebook number, referring agent, related correspondence and data, test scores, trust account records, admission and discharge summaries, behaviour scales, date of birth, gender, family physician, individual treatment and program plans. Uses: Plan, monitor and evaluate care and treatment provided to clients; statistical and research purposes. Users: Program Specialists, Senior Administration staff and Clinical staff. Individuals in Bank: Registered outpatients, day treatment and residential clients. Retention and

Disposal: Twenty years after 18th birthday, then transferred to archives.

### Developmentally Disabled - Admission/Discharge Information System for Schedule I Facilities

Location: Program Management Division. Legal Authority: Developmental Services Act, R.S.O. 1990, c.D.11, s.2. Information Maintained: Name, admission date, age, discharge date, discharge placement and location, gender, reason for admission. Uses: Monitor progress of the implementation of the ministry's Multi-year Plan for the Developmentally Handicapped. Users: Area Office, Facility Program and Planning staff. Individuals in Bank: Developmentally disabled persons admitted to Schedule I facilities or discharged to the community. Retention and Disposal: Master Admission/Discharge Index retained by Facilities for the Developmentally Handicapped for 100 years. The records for this section are destroyed when superseded each month.

### Thistletown Regional Centre - Case Files

Location: Program Management Division. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11.; Centre delisted from the Mental Health Act, 05 April 1989, now under the Freedom of Information and Protection of Privacy Act, 1987, as of 05 April 1989. Information Maintained: Admission and discharge summaries, child's date of birth, child's gender, child's legal status, child's name and address, incident reports and related data including names and address(es) of p, medical information (physician's orders, Psychiatric Reports, Laboratory, Progress Notes, Psychological, Social Work, Speech and Education Consultations. Uses: Plan, monitor and evaluate care and treatment provided to clients and families and statistical and research purposes. Users: Program specialists and outside social service providers with the signed consent of the client or legal next-of-kin. Individuals in Bank: Individuals/Families accepted for assessment/treatment in programs operated by the centre. Retention and Disposal: Twenty years after client's 18th birthday, then transferred to archives.

## Area and Local Offices

Adults' Services Programs, delivered by area and local offices, include Family Benefits (FBA), Vocational Rehabilitation Services (VRS), Handicapped Children's Benefit (HCB), General Welfare Assistance (GWA) (administered by municipalities and Indian Band Councils or by the province in unorganized territories), and the Senior Citizens' Program. These programs and the Soldiers' Aid Commission are described in individual entries.

Children's Services Programs, delivered by area offices include Child Welfare (Children's Aid Societies), Day Nurseries, Probation Services for Children (Juvenile Corrections), Residential Care and Residential Treatment Services, and Community Programs for developmentally disabled children. These programs are described in individual entries.



The Facilities for the Developmentally Disabled and the Youth Corrections Program, which includes probation offices, training schools and detention homes for children, are described in the entries which follow.

The ministry's area and local offices are listed under the Access section.

## Personal Information Banks

### Adult Individual Support Program - Case Files

Location: Area and Local Offices. Legal Authority: Developmental Services Act, R.S.O. 1990, c.D.11, s.2(2). Information Maintained: Name, address, agency involvement, date of birth, medical and psychological data, placement history, sex. Uses: Assist in finding resources for developmentally disabled adults; determine eligibility for funding; provide aggregate information for area offices to plan for improvements in service; record details of services provided to client. Users: Special Services Unit staff, local and area managers. Individuals in Bank: Adults referred by residences, community programs and parents. Retention and Disposal: One year, then transferred to Government Records Centre for 4 years; select files to archives.

### Children With Special Needs and Services

Location: Area and Local Offices. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11. Information Maintained: Name, address, agreements between parents and the agency/ministry, date of birth, medical and psychological data and reports, parents' names and address, related correspondence/data, sex. Uses: Determine eligibility for funding; record details of special needs and services provided to clients; maintain record of progress. Users: Area and local manager and special needs agreement officers and staff. Individuals in Bank: Children referred by residential programs and by parents. Retention and Disposal: Ten years after date of last activity, then destroyed; select files to archives.

### Children's Mental Health Centre - Case Files

Location: Area and Local Offices. Legal Authority: Child and Family Services Act, R.S.O., 1990, c.11. (Note: Centre delisted from the Mental Health Act, April 5, 1989; now under the Freedom of Information and Protection Privacy Act, 1987, as of April 5, 1989. Information Maintained: Child's name, address, date of birth, sex, legal status, admission, and discharge summaries, physicians orders, psychiatric reports, laboratory reports, nursing notes, psychological, social work, speech, and education consultations, progress notes, incident reports and related data including name and address of parent. Uses: Plan, monitor, and evaluate care and treatment provided to clients and families; statistical and research purposes. Users: Program specialists, outside social service providers with the signed consent of the client or legal next-of-kin. Individuals in Bank: Individuals/families accepted for assessment/treatment in

programs operated by the centre. Retention and Disposal: Twenty years after 18th birthday, then transferred to archives.

### Crown Ward Files/Records

Location: Area and Local Offices. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11. Information Maintained: Name, place and date of birth, sex, medical history of child and parents, social history of parents and grandparents, Crown wardship order, court documents, plan and review of care, placement history, discharge plans, where child was placed for adoption, registration of placement, report on the adjustment of child in home, consent to adopt, termination of access order, adoption breakdown data (where applicable). Uses: Monitor care of Crown wards; notify area managers about Crown ward hearings. Users: Program supervisors, area managers. Individuals in Bank: Crown wards. Retention and Disposal: Until wardship terminated, then microfilmed and retained for 100 years.

### Delinquency Prevention and Diversion Files

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name, address, age, case notes and related data, data on parents, police information, progress reports, record of supervision, school reports. Uses: Monitor attendance; ensure no further charges are laid; liaise with community services. Users: Probation Officers. Individuals in Bank: Juveniles having difficulties with the law and placed in a diversion program. Retention and Disposal: Five years, then destroyed; select files to archives.

### Developmentally Disabled - Five-Year Plan Client Tracking System

Location: Area and Local Offices. Legal Authority: Developmental Services Act, R.S.O. 1990, c.D.11, s.2. Information Maintained: Name, country of origin, date of birth, placement information, sex. Uses: Compile statistical data related to clients discharged from facilities for developmentally disabled persons under the ministry's Five-Year Plan. Users: Area and regional Program and Planning staff. Individuals in Bank: Developmentally disabled persons discharged to the community. Retention and Disposal: Six years, then transferred to archives.

### Family Benefits (FBA) and General Welfare Assistance (GWA) - Case Files

Location: Area and Local Offices. Legal Authority: Family Benefits Act, R.S.O. 1990, c.F.2, s.9 and s.11; General Welfare Assistance Act, R.S.O. 1990, c.G.6, s.4 and s.9. Information Maintained: Name, address, case profile of financial, employment, social data, related correspondence. Uses: Assess eligibility for benefits; determine amount of benefits payable; claim federal cost-sharing revenues; federal audit. Users: Income Maintenance Unit and Financial Services staff, ministry Policy and Planning staff, Facilities staff, Health and Welfare Canada Cost-Sharing Program staff. Individuals in Bank: Applicants for and recipients of family benefits (FBA), general welfare assistance (GWA) and handicapped children's benefits



(HCB). Retention and Disposal: Ten years after case closed, then destroyed subject to federal audit; select files to archives.

#### Legal Aid Files

Location: Area and Local Offices. Legal Authority: Legal Aid Act, R.S.O. 1990, c.L.9, s.16(2) and (3). Information Maintained: Name, social insurance number, consent to inspect assets, date of birth, eligibility decision, legal aid assistance application, monthly living expenses, reasons for application, related correspondence, statement of personal and financial data. Uses: Determine eligibility for legal aid. Users: Legal aid assessment officer. Individuals in Bank: Individuals requesting financial assistance to retain a solicitor. Retention and Disposal: Five years, then destroyed; select files to archives.

#### Monthly Foster Homes Report and Summary

Location: Area and Local Offices. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.C.11, s.92. Information Maintained: Name, amount of payment, cost per day, court file number, number of days in care, placement name and address, total monthly cost. Uses: Make monthly payments to foster and group homes. Users: Probation supervisor, financial officer. Individuals in Bank: Young persons on probation, in custody or ward placements funded by the ministry. Retention and Disposal: Three years, then destroyed.

#### Northern Bursary Program

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20. Information Maintained: Name, social insurance number, address, date of birth, education, employment history, financial (bursary dollars) information, reference names. Uses: Record availability for employment after participating in Northern Bursary Program. Users: Human Resources managers, area ISNC coordinators, district program supervisors, and area and district managers. Individuals in Bank: Participants in the Northern Bursary Program. Retention and Disposal: Two years after closure, seven years in the Ontario government records centre, then destroyed; select files to archives.

#### Order-in-Council Applications

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name, age, documentation supporting employment, income, medical information, related correspondence, social history. Uses: Determine eligibility for Order in Council applications. Users: Minister, senior management, program supervisors - income maintenance, attendant care planning coordinators. Individuals in Bank: Applicants for Orders-in-Council. Retention and Disposal: Five years after eligibility, then destroyed; select files to archives.

#### Overpayment Recovery and Follow-Up System (ORFUS)

Location: Area and Local Offices. Legal Authority: Family Benefits Act, R.S.O. 1990, c.F.2, s.17. Information Maintained: Name, social insurance number, address, collectible monthly instalment type and amount, date of birth, file number, trustee's name and address, type of overpayment recovery, uncollectible

type and amount. Uses: Maintain information on overpayments; recover overpayments. Users: Income Maintenance support staff. Individuals in Bank: Clients no longer receiving financial assistance under income maintenance programs and to whom overpayments have been made. Retention and Disposal: Various, but not less than 7 years, subject to federal audit.

#### Parental Support Program - Case Files

Location: Area and Local Offices. Legal Authority: Family Benefits Act, R.S.O. 1990, c.F.2, s.7 and s.8. Information Maintained: Name of client, address, age, date of birth, names of dependant children, details of court orders/agreements for support, employment, financial information, marital status, sex, spouse's/putative father's name. Uses: Procure support payments for recipients. Users: Parental support workers, income maintenance supervisor. Individuals in Bank: Applicants for and recipients of social assistance. Retention and Disposal: Five years, then destroyed.

#### Senior Citizens Home-Support Survey

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name, address, age, country of origin, income, income satisfaction, living arrangements, number of family members living nearby, sex, social service(s) used, telephone number. Uses: Research use of home-support services for seniors and planning purposes. Users: Planning officers. Individuals in Bank: Persons over age 65 currently using home-support services funded by the ministry. Retention and Disposal: Five years, then destroyed.

#### Serious Occurrences Records/Reports

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name, action taken, current situation, date, date of birth, further actions proposed, person(s) notified, place and details of occurrence, related data, time, type of serious occurrence. Uses: Document and ensure appropriate action on serious occurrences. Users: Investigation Unit staff, program supervisors, agency staff. Individuals in Bank: Clients and staff involved in serious occurrences. Retention and Disposal: Six years, then destroyed; select files to archives.

#### Social Services Employment Opportunities Information System

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O., 1990, c.M.20, s.6. Information Maintained: Name, address, annual/fiscal salary cost, date of birth, eligibility for program, place of employment, program of employment, reason for employment/termination, salary information. Uses: Monitor program. Users: Program managers, Employment Liaison officers. Individuals in Bank: Job placement program clients. Retention and Disposal: Six years, then destroyed.

#### Sole Support Mothers Program - Case Files

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20. Information Maintained: Name, social insurance

number, address, assessments, barriers to employment, client's plan of action, date of birth, education, employment history, type of social assistance payment, types of programs enrolled in. Uses: Determine eligibility of client to participate in the program; facilitate vocational counselling; plan, evaluate and monitor the program. Users: Sole Support Mothers Program staff and authorized Metro Employment Support Initiatives Counsellor. Individuals in Bank: Sole support parents. Retention and Disposal: Under review.

## Special Services at Home - Program Data

Location: Area and Local Offices. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11; Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name, approved and cost of services, date of birth, disability, services requested, sex. Uses: Plan and monitor program. Users: Program supervisors, planning officers. Individuals in Bank: Recipients of special services through the Barrie and Mississauga area offices. Retention and Disposal: Seven years from date of termination of service, then destroyed.

## Summer Employment Experience (SEE) Program and Fall-Winter Part-Time Program

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Parents' eligibility for family benefits/general welfare assistance, address, date of birth, employment termination records containing student's name, reasons for employment termination, salary information, student information, telephone number. Uses: Determine student's eligibility; calculate salary grants; compile statistics. Users: Employment liaison officer, employers, youth employment centre counsellors, and Employment Opportunity Project staff. Individuals in Bank: Dependents of parents receiving general welfare assistance (GWA) or family benefits (FBA), students receiving assistance, wards of the Children's Aid Society, the Catholic Children's Aid Society, or Jewish Family and Child Services. Retention and Disposal: Two years, then destroyed.

## Unusually Difficult Service Situation - Case Files

Location: Area and Local Offices. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11; Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name, address, data on parents, date of birth, medical, placement history, psychiatric, psychological and child welfare information, sex. Uses: Find resources for child; determine eligibility for funding; compile information to plan for service needs. Users: Program supervisors, Financial and Planning staff. Individuals in Bank: Children with unique or difficult service situations. Retention and Disposal: Five years after 18th birthday, then destroyed; select files to archives.

## Vocational Rehabilitation Services (VRS) - Case Files

Location: Area and Local Offices. Legal Authority: Vocational Rehabilitation Services Act, R.S.O. 1990, c.V.5. Information Maintained: Name, social insurance number, address, age, correspondence and reports concerning client services purchased by the, education, family status, medical, psychiatric, psychological and employment history, record of approval number. Uses: Determine client's needs and progress towards rehabilitation; record services provides for future review and approval for federal cost-sharing programs. Users: Vocational Rehabilitation for Disabled Persons provincial coordinator and VRS staff, area managers, Health and Welfare Canada cost-sharing program staff. Individuals in Bank: Applicants for and recipients of vocational rehabilitation services. Retention and Disposal: Five years after case closed, then destroyed; select files to archives.

## Volunteer Programs - Personnel Files

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name, address, age, assignment agreements and related documentation, marital or family status, performance appraisals, police check, references, sex, telephone number. Uses: Establish a volunteer program for ministry clients; monitor volunteers' progress and effectiveness. Users: Supervisors, coordinators and program supervisors. Individuals in Bank: Accredited volunteers. Retention and Disposal: One year after termination as volunteer, then destroyed; select files to archives.

## Wage Policy Pilot Project

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: None. Uses: Record eligibility; determine rate of social assistance payments and/or supplementary payments; analyze financial impact of policy. Users: Social Assistance Programs Branch, Income Maintenance Officers and Supervisors, Community Services Branch, Financial and Capital Planning Branch, and Designated Service Providers, Wage Policy Coordinators and Clerks, Area Managers and District Service Managers. Individuals in Bank: Disabled persons participating in pilot wage policy projects. Retention and Disposal: Not determined.

## Young Offenders Facility - Case Files

Location: Area and Local Offices. Legal Authority: Young Offenders' Act, R.S.C. 1985, c.Y-1, c.110, s.24; Child and Family Services Act, R.S.O. 1990, c.11, Part IV. Information Maintained: Name, agreement between parents and agency/ministry, date of birth, medical and psychological data and reports, parents' names and address, related correspondence and data, sex. Uses: Define eligibility for programming; maintain record of progress. Users: Program managers and supervisors. Individuals in Bank: Clients referred to residential programs. Retention and Disposal: Under review.



### Young Offenders Facility - Working Files

Location: Area and Local Offices. Legal Authority: Young Offenders' Act, R.S.C. 1985, c.Y-1, c.110, s.24; Child and Family Services Act, R.S.O. 1990, c.11, Part IV. Information Maintained: Name, agreement between parents and agency/ministry, date of birth, medical and psychological data and reports, parents' names and address, related correspondence and data, sex. Uses: Define eligibility for programming; maintain record of progress. Users: Program managers and supervisors. Individuals in Bank: Clients referred to residential programs. Retention and Disposal: Current year plus five years, then destroyed. These are duplicates of the Young Offender Facility Case Files, which remain in the originating facility.

### Young Offenders' - Case Files

Location: Area and Local Offices. Legal Authority: Young Offenders' Act, R.S.C. 1985, c.Y-1, c.110, s.43; Child and Family Services Act, R.S.O. 1990, c.11, Part IV. Information Maintained: Name, admission and discharge documents, case supervision and related correspondence, criminal offences, data on parents, date of birth, education, financial information, guardianship status, medical and behavioural information. Uses: Provide case management information; administer disposition. Users: Probation officers, custody facility staff, program supervisors, and Ministry of Correctional Services program staff. Individuals in Bank: Young offenders and youths awaiting court appearance. Retention and Disposal: Not determined.

## **Developmental Services Branch**

This branch is responsible for the facilities for the developmentally disabled.

### **Facilities for Developmentally Disabled**

Residential, treatment and training programs and services for developmentally disabled persons are delivered through 10 provincially operated and 9 local community-board-operated facilities that fall under ministry jurisdiction.

Facilities directly operated by the ministry are The Adult Occupational Centre at Edgar, The Huronia Regional Centre in Orillia, CPRI in London, The Southwestern Regional Centre at Dealtown, The Midwestern Regional Centre in Palmerston, The Oxford Regional Centre in Woodstock, D'Arcy Place in Cobourg, Prince Edward Heights in Picton, The Rideau Regional Centre in Smith Falls and The Northwestern Regional Centre in Thunder Bay.

### **Manuals**

Developmentally Disabled - Residential Services

### **Personal Information Banks**

#### Developmentally Disabled - Pine Ridge Centre Transfer List and Card Index

Location: Facilities for Developmentally Disabled. Legal Authority: Developmental Services Act, R.S.O. 1990, c.D.11, s.2. Information Maintained: Resident's name, box number, casebook number, date of discharge, location, record dates. Uses: Identify and obtain Client Case Files from the Government Record Centre in order to respond to requests for information. Users: Managers and staff of Record Services in designated facilities. Individuals in Bank: Former residents with developmental disabilities. Retention and Disposal: Forty years for transfer list. One hundred years for card index.

#### Facilities for the Developmentally Disabled - Case Files

Location: Facilities for Developmentally Disabled. Legal Authority: Developmental Services Act, R.S.O. 1990, c.D.11. Information Maintained: Name, admission and discharge summaries, date of birth, education, individual program planning information, medical treatment, sex, social history. Uses: Plan, monitor and evaluate care and treatment provided to clients/families; statistical and research purposes. Users: Facility staff, placement coordinator, private agencies involved in care and treatment of the clients/families. Individuals in Bank: Current and former clients (individuals or families). Retention and Disposal: Twenty years after 18th birthday or date of last activity, whichever is longer, then transferred to archives.

#### Facilities for the Developmentally Disabled - Family Home Parent Files

Location: Facilities for Developmentally Disabled. Legal Authority: Developmental Services Act, R.S.O. 1990, c.D.11. Information Maintained: Family Home parent's name, address, criminal reference checks, financial status, home audit reports, medical information, personal evaluation. Uses: Monitor and evaluate the family to ensure appropriate standards for care of clients in their homes. Users: Family Home Program workers. Individuals in Bank: Family Home parents. Retention and Disposal: Five years after closure, then destroyed.

#### Narcotic and Controlled-Drug Records

Location: Facilities for Developmentally Disabled. Legal Authority: Narcotic Control Act, R.S.C. 1985, c.N-1. Information Maintained: Name of drug, amount prescribed, client's name, date filled, original prescription number. Uses: Monitor and verify use of controlled drugs; record each transaction; maintain an inventory of drug stock. Users: Facility/Centre pharmacists, narcotics control inspector (Health and Welfare Canada). Individuals in Bank: Facility/Centre clients prescribed controlled drugs. Retention and Disposal: Three years, then transferred to archives.



## Management Support Branch

The primary role of the Management Support Branch is to act as a focal point for the collection and distribution of information between field offices and head office. This branch ensures that field office activity is consistent with ministry priorities.

The branch provides direct delivery of some province-wide services; as well, branch staff support the management of ministry programs and resources, working within networks of program staff in area offices.

The Management Support Branch includes the following functions: co-ordination of child care, children's services, community services and native services; income maintenance and employment programs; co-ordination of financial management, information requests and support to program decision-making in the division; adoption services, child abuse register, Crown Ward reviews; administrative support to Boards and Commissions; and Chaplaincy services.

### Personal Information Banks

#### Adoption Case Files and Statistics

Location: Management Support Branch. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11, Part VII. Information Maintained: Child's birth name, responsible private adoption licensee, adopted name, adoptive parents' homestudy, adoptive parents' names and address, birth parents' social and medical history, birth registration number, court and judge, legal documents, responsible/supervising society/agency, place and date of birth, related correspondence and reports, sex. Uses: Verify legal status of child; establish adoption, proof of age; provide data for Adoption Disclosure Register; compile statistics. Users: Adoption Unit and Adoption Disclosure Register staff. Individuals in Bank: Children placed for adoption privately or by the Children's Aid Society. Retention and Disposal: Transferred to archives one 100 years after completion of adoption.

#### Adoption Disclosure Register

Location: Management Support Branch. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11, Part VII. Information Maintained: Adoptee's full name at birth, full adoptive name, current name used, current address, telephone number, place and date of birth, adoptive parents' names, birth parents' name at child's birth, present name and address, (if they register) place and date of birth. Above information also he. Uses: Authorized adoption disclosure. Users: Adoption Disclosure staff. Individuals in Bank: Birth parents, adult adoptees, adult birth siblings and birth grandparents of adoptee. Retention and Disposal: Transferred to archives 100 years after completion of adoption.

#### Child Abuse Register and Case Files

Location: Management Support Branch. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.C.11, s.75(5). Information Maintained: Child's and alleged abuser's

name; date of birth; parents', alleged abuse, may include expungement hearing information. Uses: Record details of alleged cases of child abuse reported by CAS; provide general register check for child abuse investigations; statistical purposes. Users: Branch Director, Child Abuse Register staff, abusers or agents and parents of abused child, official guardians, coroner, Children's Aid Societies (CAS). Individuals in Bank: Registered outpatients, day treatment and residential clients. Retention and Disposal: Twenty-five years, then destroyed.

#### Correspondence - General (Adoption)

Location: Management Support Branch. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11, Part VII. Information Maintained: Name, address of correspondent, correspondence pertaining to international, private and step-parent adoption, adoption disclosure files, may contain application for adoption, homestudy reports, post-adoption service information. Uses: Hold information pending further activity on case. Users: Adoption Unit staff. Individuals in Bank: Correspondents on adoption matters. Retention and Disposal: Under review.

#### Developmentally Disabled - Chaplaincy Services

Location: Management Support Branch. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name of client's pastor/religious contact, client's name, dietary observances, religious affiliation, religious history, religious needs (e.g. rites), sacraments. Uses: Develop service delivery plan; make referrals to local clergy/religious contact person; discharge planning. Users: Chaplaincy staff and local clergy. Individuals in Bank: Facility clients. Retention and Disposal: Five years, then transferred to archives.

#### Investigation Files

Location: Management Support Branch. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name, address, date of birth, education, statement taken. Uses: Provide evidence/information for disciplinary action, inquests, court proceedings and civil litigation. Users: Investigations Unit staff, senior ministry officials, Legal Services staff. Individuals in Bank: Employees and ministry clients. Retention and Disposal: Under review.

#### Licensees - Individual or Non-Profit Private Adoption Placement Agencies

Location: Management Support Branch. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11. Information Maintained: Name, ability to meet licensing requirements, address, knowledge of pertinent legislation, related correspondence. Uses: Approve or renew licence. Users: Adoption Officer. Individuals in Bank: Individuals or non-profit agencies applying for licence to place children for private adoption. Retention and Disposal: Five years after agency closes, then destroyed; select files to archives.

### Social Workers Approved to do Home Studies

Location: Management Support Branch. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11, Part VII. Information Maintained: Name, address, experience with adoptions, letter of approval, references, related correspondence. Uses: Approve or renew approval. Users: Adoption Officer. Individuals in Bank: Social workers applying for contracts/approval to do home studies for adoption. Retention and Disposal: One year after contract rescinded, then destroyed.

### Sponsoring Families - Unaccompanied Refugee Minors (Southeast Asia)

Location: Management Support Branch. Legal Authority: Ministry of Community and Social Services, 1979, pursuant to the Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Sponsoring family's name, address, occupation, dates and places of birth of family members, family medical reports, number of siblings, parents' marital status, home study, report to Employment and Immigration Canada, guardianship order, progress, supervision reports, annual monitoring reports from Employment and Immigration Canada, related correspondence. Uses: Determine suitability of sponsoring family; monitor placements. Users: Adoption Unit staff, Employment and Immigration Canada social workers. Individuals in Bank: Applicant families, refugee minors to be placed in Ontario through this program. Retention and Disposal: Under review.

## **Adoption Disclosure Register**

The register provides a means by which adopted adults and their birth parents, adult birth siblings and birth grandparents can obtain identifying information about each other and meet if they wish. For information and/or an application form, call the Adoption Disclosure Register Clerk at (416) 327-4730.

For information and referrals on private adoptions, call (416) 327-4741. For relative adoptions, call (416) 327-4740. For international and other adoptions, call (416) 327-4739.

### **Manuals**

Adoption  
Case Information Disclosure

## **Chaplaincy Services**

The Ministry of Community and Social Services acts as the "lead Ministry" in coordinating the services of Chaplains employed by other ministries as well as the Ministry of Community and Social Services. Chaplaincy Services Ontario works with the Ontario Multifaith Council on Spiritual and Religious Care (OMCSRC) and government ministries in developing and implementing policy with regards to the provision and delivery of Spiritual and Religious Care.

## **Child Abuse Register**

The Child Abuse Register is a confidential and restricted register that contains information on verified cases of child abuse that have occurred in Ontario since June 15, 1979. The Register is legislated under the Child and Family Services Act, 1984.

### **General Classes or Types of Records**

Child Abuse Prevention - Grants and Training Programs

## **Crown Ward Review Unit**

This unit performs an annual administrative review of each Crown ward who qualifies under Section 66 (1) of the Child and Family Services Act, 1984. Staff submit reports to the ministry and to the Children's Aid Societies (CASs) responsible for the care of Crown wards.

### **Personal Information Banks**

#### Review Files

Location: Crown Ward Review Unit. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11, Part III. Information Maintained: Adequacy of program planning, administrative review report, crown ward's date of birth and gender, crown ward's name, crown wardship date and reason, educational progress, medical and dental care, quality of care, related correspondence and documentation, type and suitability of placement. Uses: Assess wardship status; ensure wardship provides the necessary care and services; assess the quality of care provided by Children's Aid Societies (CASs) to Crown wards. Users: Crown Ward Review Unit staff and Children's Aid Societies (CASs). Individuals in Bank: Crown wards. Retention and Disposal: Five years, then transferred to the Archives.

## **Emergency Social Services Planning**

The ministry coordinates and encourages planning for provision of Emergency Social Services in the event of a major disaster. This unit liaises with the federal government, provides consultation to municipalities and assists area offices in developing appropriate plans within the community.

## **Volunteers**

This unit coordinates and advises on the development of volunteer programs for ministry operations, such as facilities for the developmentally disabled, probation services, training schools and the Senior Volunteer in Service Program. The unit also serves as a ministry focus for encouraging volunteerism in social services within the community and administers the ministry's Volunteer Awards Program.



## Youth Corrections Program

The Youth Corrections Program provides services to young people aged 12 to 15 years charged with an offence under the Young Offenders Act (YOA). Programs include residential services for young people ordered into detention to await a court date or who have received a disposition of open or secure custody under the YOA. Community programs such as probation, community service orders and personal service orders are provided by probation officers. Probation officers also provide case management services for any young person aged 12 to 15 years who receives a YOA/POA (Provincial Offences Act) disposition.

The custody/detention facilities, administered through the ministry's area offices, are small residences located throughout the province. For information regarding these programs, contact the nearest area office listed under the ministry's Program Management Division.

### General Classes or Types of Records

Legal Aid Assessment Staff Cost

### Manuals

Young Offenders Services

## Northern Support Unit

This unit provides support to northern Ontario area, local and district offices.

## Office of Child and Family Service Advocacy

This office has been in operation since 1978 and is authorized under the Child and Family Services Act to protect the rights and interests of children and families who are receiving or seeking services through the Ministry of Community and Social Services. Office staff intercede and speak on behalf of individual children and their families who, without assistance, may not be able to obtain needed services or solutions to problems.

### Personal Information Banks

#### Child and Family Service Advocacy - Case Files

Location: Office of Child and Family Service Advocacy. Legal

Authority: Child and Family Services Act, R.S.O. 1990,

s.102. Information Maintained: Name, date of birth, individual program planning information, service problems, sex, social history. Uses: Assist in the resolution of service problems;

advocate on behalf of individual rights. Users: Advocacy Office staff and, in select cases, members of the Interministerial Provincial Action Committee (IMPAC). Individuals in Bank:

Recipients of service from the Ontario government, usually the Ministry of Community and Social Services. Retention and

Disposal: Five years after date of last activity, then transferred to archives.

## Social Assistance and Employment Opportunities Division

The division is responsible for the development of policies and programs, implementation planning in the area of social assistance and employment opportunities and supports reform of the social assistance system.

The division includes Social Assistance Reform Project, Social Assistance Programs Branch, and Special Projects Secretariat.

### General Classes or Types of Records

Community Youth Supports

Family Benefits Programs

Futures (residential component)

General Welfare Assistance Programs

Municipal/First Nations Employment Program

Opportunity Planning Pilots

Preparation for Independence

Social Services Employment Program

Supported Employment

Vocational Rehabilitation Services

Work Activity Program

### Manuals

Special Services at Home

## Social Assistance Programs

The purpose of the Ontario government's Social Assistance Programs is to ensure that a responsive system of financial assistance enables eligible persons in need to obtain a basic level of allowances and benefits, and an opportunity for self-development and independence. Income Maintenance Programs, described individually in the entries that follow, include Family Benefits (FBA), General Welfare Assistance (GWA), Handicapped Children's Benefit (HCB) and Vocational Rehabilitation Services (VRS).

### General Classes or Types of Records

Community Youth Supports (CYS)

Futures (residential component)

Preparation for Independence (PFI)

### Manuals

Claims Examination Procedures - Family Benefits (FBA)

Comprehensive Income Maintenance System (CIMS) -  
Caseworker Vol. 1-3

Eligibility Review - Family Benefits (FBA)

Family Benefits (FBA) - Policy and Procedural Guidelines  
Family Services

General Welfare Assistance (GWA) - Legal Aid Test

General Welfare Assistance (GWA) - Policy Guidelines

Integrated Records - Family Benefits (FBA)

Legal Aid Assessment

Legislation - Income Maintenance



Municipal Assistance Information Network (MAIN)  
 Northern Districts - Family Benefits (FBA)  
 Standards for Food Services/Support Services for Physically Disabled  
 Vocational Rehabilitation Services (VRS) - Volumes 1 and 2)

## Family Benefits Allowance

The Family Benefits (FBA) program provides financial assistance to persons in need for a prolonged period of time, including sole support parents raising children alone, disabled persons, blind persons, permanently unemployable persons, foster children, qualified persons aged 60 to 64 and persons aged 65 or over. In addition, a Handicapped Children's Benefit (HCB) is available to eligible families caring for a severely handicapped child at home. If need is demonstrated, a monthly allowance and other benefits (prescribed drugs, dental care, eyeglasses, home repairs) are provided. The allowance for the disabled and the blind is also known as GAINS-D (Guaranteed Annual Income System, Disabled). To apply for Family Benefits, contact the area and local offices listed under this ministry's area and local offices entry.

## General Classes or Types of Records

Family Benefits Programs (FBA)

## Manuals

Claims Examination Procedures - Family Benefits (FBA)  
 Eligibility Review - Family Benefits (FBA)  
 Family Benefits - Policy and Procedural Guidelines  
 Family Services  
 Integrated Records - Family Benefits (FBA)  
 Northern Districts - Family Benefits (FBA)

## General Welfare Assistance

The General Welfare Assistance (GWA) program provides short-term financial assistance to help pay for necessities when a person experiences a loss of income. GWA is administered by municipalities and Indian Bands or by the province in unorganized territories. GWA has four kinds of financial assistance based on need. General Assistance provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g., prescribed drugs, dental care, prosthetics (including eyeglasses, hearing aids) and for burials. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security (OAS), Spouse's Allowance, Canada Pension Plan (CPP), GAINS-A (senior citizens) or GAINS-D (blind and disabled), and Vocational Rehabilitation Services. To apply for General Welfare Assistance, contact municipal welfare offices or Indian Bands. In unorganized territories, contact the area and local offices listed under this ministry's Regional Organization entry.

## General Classes or Types of Records

General Welfare Assistance Programs (GWA)

## Manuals

General Welfare Assistance (GWA) - Legal Aid Test  
 General Welfare Assistance (GWA) - Policy Guidelines

## Handicapped Children's Benefit Program

The Handicapped Children's Benefit (HCB) Program is a special allowance for eligible families caring for severely disabled children in their own homes. Services are delivered through the area and local offices listed under this ministry's Regional Organization entry.

## Manuals

Standards for Food Services/Support Services for the Physically Disabled

## Vocational Rehabilitation Services Allowances

This program is designed to provide financial assistance as a monthly income to disabled persons enrolled in a training program and receiving services from the Vocational Rehabilitation Services (VRS) program. Services are delivered through the area and local offices listed under this ministry's Regional Organization entry.

## General Classes or Types of Records

Vocational Rehabilitation Services (VRS)

## Manuals

Vocational Rehabilitation (Vols. 1 and 2)

## Social Assistance Programs Branch

This branch develops policy and program design for Family Benefits (FBA), General Welfare Assistance (GWA) and Employment Opportunities programs.

## General Classes or Types of Records

Opportunity Planning Pilots

## Employment Support Programs

This unit is responsible for Employment Support Programs which consist of a series of employment initiatives assisting recipients of social assistance and persons with disabilities to become economically independent.

Programs include the Municipal/First Nation Employment Program, which combines several programs such as the former Employment Supports Initiative (ESI) Program and the former Municipal Job Developer (MJD) Program. Early intervention programs include Community Youth Supports (CYS), Preparation for Independence (PFI) and FUTURES (a residential component for transitional aged youth (15-21 years). Work experience programs such as the Social Service

Employment Program (SSEP) and summer and part-time Student Employment Experience programs are also available. For further information on these programs, contact the Employment Liaison Officer through the ministry's area offices.

Programs for persons with disabilities include Vocational Rehabilitation Services (VRS) and Supported Employment Programs. Information on these programs can be obtained from either Employment Liaison offices or local Vocational Rehabilitation Services offices.

### General Classes or Types of Records

Municipal/First Nation Employment Program (M/FNEP)  
Social Services Employment Program (SSEP)  
Supported Employment (SE)  
Work Activity Program  
Youth Employment Program - Administration

## Strategic Directions Division

The division provides the ministry with policy and advice on ministry-wide issues relating to social services, including labour management in the broader public sector, expenditure control strategies, corporate policy issues, aboriginal self-government for social services, intergovernmental and international liaison, and program evaluation and research and development.

The division includes Broader Public Sector Secretariat, Corporate Policy Unit, Evaluation and Research Unit, Native Affairs Secretariat and Strategic Estimates Planning Secretariat.

### General Classes or Types of Records

Capital Grants (construction, acquisition and renovation)  
Child Care Direct Operating Grants Data  
Day Nurseries Information System (DNIS)  
Developmentally Disabled - Database System for Programs  
Family Violence Prevention - Budgets and Expenditures  
Research Projects  
Research and Program Evaluation Studies - Annual Inventory

## Broader Public Sector Secretariat

This secretariat is responsible for providing policy and operational advice on labour management issues in the broader public sector.

## Corporate Policy Unit

The Corporate Policy area develops broad, ministry-strategic directions in the context of the provincial government agenda. Corporate Policy develops policies that cut across ministry systems and programs.

## Evaluation and Research

This unit is the primary focus of research and program activities in the ministry. In-house evaluation, technical consultation, research and evaluation design, and funding and project management services. These services are available to support the activities of the divisions and branches of the ministry.

## Native Affairs Secretariat

This secretariat coordinates ministry-wide policy development for services to aboriginal peoples and manages ministry participation in comprehensive negotiations on aboriginal self-government.

The secretariat also has responsibility for intergovernmental relations as it relates to the ministry's delivery of programs and services to aboriginal peoples.

## Strategic Estimates Planning Secretariat

This secretariat is responsible for providing overall direction to, and working with, other ministry divisions and branches to develop the ministry's Annual Estimates Plan.

## Agencies

### Child and Family Services Review Board

The board provides an appeal mechanism under the Child and Family Services Act (CFSA) and the Day Nurseries Act. The board makes specific decisions on recommendations by Residential Placement Advisory Committees (RPACs); refusals for placement by private adoption licencees; refusals, revocations or non-renewals of children's residential, adoption or day nurseries licences; renewals of adoption disclosure; and refusals by children to remain in secure treatment short-term emergency/stay placements. The board operates independently.

### Personal Information Banks

#### Placement Review Files

Location: Child and Family Services Review Board. Legal

Authority: Child and Family Services Act, R.S.O. 1990,

c.11. Information Maintained: Name, address residential

placement, board's decision, notice of hearing, reason for

appeal, related correspondence and reports, transcripts of

hearings. Uses: Review requests; make decisions. Users: Board

members, staff. Individuals in Bank: Children and licensees on

whose behalf appeals have been made. Retention and Disposal:

Ten years after decision handed down, then destroyed; select files to archives.

## Council of Consumers

The council advises the ministry on all matters regarding social assistance. The council consults with consumers of social

assistance throughout the province. The council is comprised of 16 independent members.

## Custody Review Board

This board reviews placements and may hold hearings at the request of young persons in custody. The board operates jointly with the Ministry of Correctional Services. The board operates independently.

### Personal Information Banks

#### Custody Review Files

Location: Custody Review Board. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11, Part IV; Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20. Information Maintained: Name, board's recommendations, current placement, date of birth, notice of hearing, reasons for request, related correspondence, type of custody to be reviewed. Uses: Review requests; make recommendations. Users: Board members, staff. Individuals in Bank: Young offenders applying to the board. Retention and Disposal: Ten years after decision handed down, then destroyed; select files to archives.

## Medical Advisory Board

The board is responsible for reviewing applications for family benefits assistance from a medical point of view. Recommendations are made by local doctors (medical adjudicators) consulting with area offices.

## Social Assistance Review Board

The board is an independent body that holds province-wide hearings of appeals by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services, Family Benefits and co-payment (exemption from payment for chronic care services) under the Health Insurance Act.

### Personal Information Banks

#### Social Assistance Appeals - Case Files

Location: Social Assistance Review Board. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.11. Information Maintained: Notice of request for hearing, address, applicant's name, application for reconsideration of the decision, board's written notice of decision, reason(s) for request, related documentation. Uses: Conduct an appeal; issue notice of decision; prepare for divisional court appeals; compile annual statistical reports. Users: Board members and staff. Individuals in Bank: Applicants for social assistance review hearings. Retention and Disposal: Original decisions - 5 years after case closed, then transferred to archives; case files - 4 years after case closed, then destroyed.

## Soldiers' Aid Commission of Ontario

The Soldiers' Aid Commission provides emergency aid to eligible veterans of World Wars I, II and the Korean War, in exceptional circumstances, who have exhausted all other sources of funds.

### Personal Information Banks

#### Soldiers' Aid Commission Grant List

Location: Soldiers' Aid Commission of Ontario. Legal Authority: Soldiers' Aid Commission Act, R.S.C. 1970, c.83. Information Maintained: Veteran's name, address, amount of grant paid to veteran or dependant(s), family size, financial data, service information. Uses: Establish eligibility for grants. Users: Soldiers' Aid commissioners and commission staff. Individuals in Bank: Grant recipients. Retention and Disposal: Two years, then destroyed.



# CONESTOGA COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Conestoga College of Applied Arts and Technology  
299 Doon Valley Drive  
Kitchener, Ontario  
N2G 4M4  
(519) 748-5220

## Access

Freedom of Information and Privacy Coordinator  
Conestoga College of Applied Arts and Technology  
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(519) 748-5220



A public reading room for the review of manuals and other information is open during regular office hours in the Employee Services Building, 299 Doon Valley Drive, Kitchener.

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Conestoga College provides full- and part-time diploma and certificate programs, vocational preparation studies, apprenticeship training, continuing education studies, and employer training and development. The college primarily serves the Counties of Huron, Perth and Wellington, and the Regional Municipality of Waterloo.

The college is governed by a Board of Governors and administered by a President, the college's Chief Executive Officer. The college is organized under the President supported by the Vice President, Student Development and Human Resources, Vice President, Finance and Administrative Operations, four Deans and the Director of Continuing Education. The college operates on five campuses and numerous other locations within the Counties of Huron, Perth and Wellington, and the Regional Municipality of Waterloo.

## Academic

The President is responsible for the academic affairs, including planning, development, delivery and evaluation, of full- and part-time programs and courses in the Schools of College Access and Preparatory Studies, Applied Arts, Business, Health Sciences, Trades and Apprenticeship, Engineering Technology and Centre for Continuing Education. Each School is administered by a Dean and the Centre for Continuing Education by a Director.

## Common Records

Co-op, Work Term, Final Job Placements  
Day Care Registrants  
FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

## Board of Governors

The Board of Governors is responsible for establishing directions, policies and goals for the college, and evaluating college operations and effectiveness. The board has six standing committees: Executive, Finance and Audit, Human Resources, Academic and Student Affairs, Property and Plant, and Operational Review Committees.

## Common Records

Board of Governors Membership

## General Classes or Types of Records

Bylaws  
Minutes of Board and Standby Committees  
Policies

## Manuals

College Policy Manual

## Continuing Education

The Director of Continuing Education, reporting to the President, is responsible for academic affairs including planning, development, promotion and evaluation of programs and courses for adult part-time learners. Activities occur at five college campuses and numerous community locations.

## Common Records

Tests, Examinations and Assessments

## Manuals

Continuing Education On-Line Systems Manual  
Continuing Education Policies and Procedures for Associate Faculty

## Finance and Administrative Operations

The Vice President, Finance and Administrative Operations is responsible for financial planning and services, accounting services, audit, material services, computer services, physical resources, and government-sponsored training and development. The Vice President is also Secretary-Treasurer of the Board of Governors.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Parking Records

## Manuals

Budget Guidelines  
Student Fees Schedule

## Human Resources

The Director, Human Resources reporting to the Vice President, Student Development and Human Resources is responsible for the college human resources plan, which includes the coordination of staff recruitment, promotions, transfers and terminations, the maintenance of employee records, training and development, succession and career planning, the interpretation and implementation of the collective agreements, grievance procedures and pay equity, employment equity, occupational health and safety, and protection of human rights policy.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Grievances and Applications  
Health and Medical Records  
Job Competitions and Applications  
Ombudsman/Human Rights Commission  
Professional Development  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

## Manuals

College Human Resources Information Manual  
Emergency and Safety Procedures  
Health Services Procedures Manual

## Student Development

The Vice President, Student Development and Human Resources is responsible for providing a variety of student services and community-related activities for the college. Included are the Registrar's Office, Co-operative Education and Placement Office, admissions and awards, admissions testing, counselling, student retention, peer services, financial aid, recreational services, special needs, student recruitment, information services, marketing and alumni affairs. The Vice President is also responsible for the Human Resources function.

## Common Records

Co-op, Work Term, Final Job Placements  
Graduate and Alumni Records  
Ontario Student Assistance Program  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Vocational Testing and Counselling

## Manuals

College Calendar  
Conestoga Centre - Emergency Fire Safety Plan Manual  
Conestoga Centre Practices Manual  
Faculty/Student Handbook - Special Needs  
Intramural Sports Practices Manual  
Peer Helper Manual  
Peer Tutoring Manual  
Student Handbook  
Student Practices Manual

## Personal Information Banks

### Student Retention Program

Location: Student Development. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, R.R.O. 1990, Reg. 770. Information Maintained: Student demographics and academic outcomes. Uses: Planning of appropriate interventions for student success. Users: Consultants, faculty, Academic Chair. Individuals in Bank: Students. Retention and Disposal: Not determined.

## The President's Office

The President is Chief Executive Officer, appointed by the Board of Governors, with full authority to manage and direct the business and academic affairs of the college. Staff in the President's Office coordinate long-range planning, operational review, advisory committees, college archives, international education, freedom of information and fundraising.

## Common Records

Freedom of Information and Protection of Privacy Act Requests

## Manuals

College Procedures  
Program Advisory Committee Guidelines

## Personal Information Banks

### Fundraising

Location: The President's Office. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, R.R.O. 1980, Reg. 640. Information Maintained: Information related to donors. Uses: Administration of fundraising process. Users: Funding administration staff. Individuals in Bank: Donors. Retention and Disposal: Not determined.

## Training and Development

The Director, Training and Development, reporting to the Vice President, Finance and Administrative Operations, is responsible for academic affairs including planning, development, promotion, and evaluation of programs and courses for contract training and the administration of government-sponsored programs such as Ontario Skills, Ontario Skills Development Office, Community Industrial Training

Committees, Canada Employment Centres and jobsOntario.  
Activities occur at five college campuses, numerous community  
locations and in the workplace.

**Common Records**

Student Applications  
Student Registration and Academic History  
Tests, Examinations and Assessments

**Manuals**

Community Industrial Training Committee Operations  
Guidelines  
Ontario Skills/Ontario Skills Development Office Operational  
Plan  
Training and Development Practices  
jobsOntario Guidelines



# CONFEDERATION COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

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A public reading room for the review of manuals and other information is open during regular office hours in the Resource Centre located in the Shuniah Building at the College.

Confederation College provides post-secondary, adult and continuing education and training in technology, applied arts, business, health sciences, and aboriginal studies directed to the vocational, social and cultural realities of northwestern Ontario.

The college is governed by a Board of Governors to which the President reports as Chief Executive Officer. The college is organized into six divisions with campuses located in Thunder Bay, Kenora, Fort Frances, Dryden, Geraldton and Marathon.

## Academic Programs

The Dean, Applied Arts and Health Sciences; Dean, Business; Dean, Technology and Trades; Dean, Community Educational Programs; and Executive Dean, Aboriginal Studies, are responsible for the development and delivery of academic programs and courses in their areas.

## Common Records

Day Care Registrants  
Dental Clinic Patients  
FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Student Appeals (disciplinary, administrative, academic)  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

## General Classes or Types of Records

Northwest Enterprise Centre Project Files

## Manuals

Academic Policies and Procedures Manual  
Guidelines for Subject Outline Preparation

## Personal Information Banks

### Northwest Enterprise Centre Client Files

Location: Academic Programs. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, business details of clients, progress reports, telephone number. Uses: Documentation of client progress. Users: Program advisors. Individuals in Bank: Clients of programs offered by the Northwest Enterprise Centre. Retention and Disposal: Not determined.

## Board of Governors

The Board of Governors is comprised of Council of Regents appointees, municipal appointees and elected representatives of students and employees of the college. There are two major committees of the board: Academic Affairs and Administrative Affairs. The board establishes college goals and policies.

## Common Records

Student Appeals (disciplinary, administrative, academic)

## General Classes or Types of Records

Bylaws  
Minutes of Board and Standing Committees  
Policies

## Finance and Administration Division

The Executive Director, Finance and Administration, is responsible for the financial management of the college and a variety of support services. The units that report to this position are the Internal Auditor; Director, Financial Services; Director, Computing and Information Services; Director, Physical Resources; Director, Food Services, and Manager, Graphics/Printing.

## Common Records

Parking Records

## Manuals

Emergency Procedure Manual  
Policy and Procedure Manual

## Office of the President

Reporting to the Board of Governors, the President is responsible for the overall management of the college. The following functions report directly to the President: Dean, Applied Arts and Health Sciences; Dean, Business; Dean,

Technology and Trades; Dean, Community Educational Programs; Executive Dean, Aboriginal Studies; Director, Planning and Research; Executive Director, Finance and Administration; and Executive Director, Student Services and Human Resources.

## **Common Records**

Board of Governors Membership

## **Student Services and Human Resources Division**

The Executive Director, Student Services and Human Resources, is responsible for the human resource management of the college and provision of student services. The units that report to this position are Registrar; Director, Student Development; Director, Community Relations; Manager, Fitness and Health Services; Manager, Staff Training and Development; Director, Human Resources; and Director, Resource Centre.

## **Common Records**

Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
Graduate and Alumni Records  
Health and Medical Records  
Job Competitions and Applications  
Library Users Lists  
Ombudsman/Human Rights Commission  
Ontario Student Assistance Program  
Professional Development  
Scholarships and Awards  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Vocational Testing and Counselling  
Workers' Compensation

## **General Classes or Types of Records**

Staff Training Workshop and Conference Files

## **Manuals**

Student Handbook

## **Personal Information Banks**

### Non-Traditional Occupations Project Client Files

Location: Student Services and Human Resources Division. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, application forms, health forms, telephone number, test results. Uses: Longitudinal study of education and career choices of students. Users: Program evaluator. Individuals in Bank: Students participating in program. Retention and Disposal: Not determined.

# MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

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## Head

Minister of Consumer and Commercial Relations  
9th Floor, 555 Yonge Street  
Toronto, Ontario  
M7A 2H6  
(416) 326-8500

## Access

Information and Privacy Coordinator  
Ministry of Consumer and Commercial Relations  
6th Floor, 10 Wellesley Street East  
Toronto, Ontario  
M7A 2H8  
(416) 326-8470



TDD: (416) 326-8555 A public reading room for the review of manuals and other information is open during regular office hours in the library on the first floor at 555 Yonge Street, Toronto.

Established on November 24, 1966, the Ministry of Consumer and Commercial Relations was originally called the Department of Financial and Commercial Affairs. It consisted of three divisions, Consumer Protection, Superintendent of Insurance and the Ontario Securities Commission, and administered 13 Acts previously assigned to the Attorney General and Ministry of Justice. In 1972, the department underwent extensive reorganization and acquired its present name. In 1986, the ministry was divided into the separate ministries of Financial Institutions and Consumer and Commercial Relations.

Consumer and Commercial Relations now consists of five divisions, as well as numerous branches, boards and commissions, and administers 57 different Acts. The ministry's programs, which affect business and consumers, include licensing, registration and inspection of business establishments to promote a high level of ethical business conduct; licensing and inspection of technical and operational situations to ensure public safety; registration of documents related to all aspects of real and personal property ownership; maintenance of community standards in films shown in Ontario; and control of the use and availability of beverage alcohol.

## Deputy Minister's Office

### Common Records

Performance Management

## Casino Project

The Ontario Casino Project has been responsible for the development of policies and legislation regarding casino gaming in Ontario. The project has established the Gaming Control Commission and is in the process of establishing the Ontario Casino Corporation. It has coordinated the process for the selection of the operator of the permanent casino and the implementation of an interim casino in Windsor.

### Common Records

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Job Competitions and Applications  
Travel/Expense Accounts

## Employment Equity Office

The Employment Equity Office assists line managers in developing goals and plans to improve the employment status of the ministry's aboriginal, disabled, francophone, racial minority and female employees. Other activities include training in aspects of employment equity implementation, analysis of the ministry's designated group representation and coordination of the Workplace Discrimination and Harassment Prevention Program.

### General Classes or Types of Records

Legal Opinions  
Legislation, Regulations, Orders-in-Council  
Notices of Appeal  
Prosecutions and Hearings

## Business Practices Division

The purpose of the division is to inform, serve and protect the public, participants, consumers and businesses, and to encourage the maintenance of an honest, equitable and informed marketplace. The main function of the Business Practices Division is that of consumer protection. Questionable business practices and emerging consumer concerns are monitored as they develop. The division recommends amended or new legislation when necessary. The goal is to minimize loss, complaints and dissatisfaction, without placing undue burdens on or undermining the competitiveness of businesses and business persons.

The division comprises one administration section and three branches which includes Central Registration section. Individuals and companies are registered by the division under several Acts, with the power to refuse, revoke or suspend registration.



## General Classes or Types of Records

Committees  
Developing/Contentious Issues  
Legal Opinions  
Legislation and Policy Projects  
Operational/Policy Reports  
Procedures/Directives

## Manuals

Business Practices Division - Policies and Procedures

## Business Regulation Branch

The Business Regulation Branch was formed in 1987 to bring together the offices involved in registering and regulating businesses under the various consumer protection Acts, administered in the Business Practices Division. The branch registers and regulates certain sectors of business in order to set standards of entry for owners and salespeople, and protect consumers from unscrupulous or unfair business practices.

The following are the Acts administered by this branch:

Bailiffs Act, Cemeteries Act, Collection Agencies Act, Condominium Act, Consumer Protection Act, Consumer Protection Bureau Act, Consumer Reporting Act, Debt Collectors Act, Discriminatory Business Practices Act, Motor Vehicle Dealers Act, Paperback and Periodical Distributors Act, Real Estate and Business Brokers Act and Travel Industry Act.

The branch has an involvement with the administration of the following programs: Funeral Directors and Establishments Act through the Board of Funeral Services, Ontario Motor Vehicle Arbitration Plan (OMVAP), Ontario New Home Warranty Program (ONHWP), Travel Industry Act Compensation Fund and Motor Vehicle Dealers Compensation Fund.

## General Classes or Types of Records

Associations  
Correspondence  
Franchising  
Sentry System

## Personal Information Banks

### Discriminatory Business Practices Act - Records

Location: Business Regulation Branch. Legal Authority: Discriminatory Business Practices Act. Information Maintained: Name, address, state. Uses: Prevent discrimination in Ontario on the grounds of race, creed, colour, nationality, ancestry, place of origin, sex or geographical location of persons employed in or engaging in business. Users: Divisional staff. Individuals in Bank: businesses. Retention and Disposal: Not determined.

## Bailiffs, Collection Agencies, Consumer Protection, Consumer Reporting, Debt

This office administers the Bailiffs, Collection Agencies, Consumer Protection, Consumer Reporting, and Paperback and Periodical Distributors Acts. The registrar regulates bailiffs, collection agencies, consumer reporting agencies (credit and personal information investigation), direct sellers and distributors of paperback books and periodicals. This office arranges appointments under the Bailiffs Act and registration under the Paperback and Periodical Distributors Act. The ministry's Central Registration Section accepts the applications of businesses under the other Acts (Central File: 326-8800). Consumer complaints relating to all these Acts (except for bailiffs which are handled by district sheriffs) should be directed to the Consumer Services Bureau (see list under this ministry's Consumer Services Branch entry).

## Personal Information Banks

### Bailiffs' Appointments

Location: Bailiffs, Collection Agencies, Consumer Protection, Consumer Reporting, Debt. Legal Authority: Bailiffs Act, R.S.O. 1990, c.B.2, s.9. Information Maintained: Name, address, business involvement, complaints, credit information, criminal convictions, date of birth, employment history, financial information, inspections, judgments, qualifications, sponsor. Uses: Record appointments; ensure fitness for registration. Users: Division staff. Individuals in Bank: Individuals or corporations appointed under Act. Retention and Disposal: All active and inactive files maintained.

### Registration - Paperback and Periodical Distributors

Location: Bailiffs, Collection Agencies, Consumer Protection, Consumer Reporting, Debt. Legal Authority: Paperback and Periodical Distributors Act, R.S.O. 1990, c.P.1. Information Maintained: Name, address, business involvement, credit information, criminal record, date of birth, employment history, financial history, inspections, judgments, qualifications, residency information, sponsor. Uses: Ensure applicants meet requirements for registration; record registration status. Users: Division staff. Individuals in Bank: Registered distributors, individuals and corporations applying for, maintaining or denied registration. Retention and Disposal: All active and inactive files maintained.

## Cemeteries Regulation Section

The Cemeteries Regulation Section administers the Cemeteries Act, which licences and regulates operation of all cemeteries, crematoria, mausolea, columbaria and burial grounds. The section also answers inquiries and investigates consumer complaints about cemeteries and burials, and advises cemetery owners. For information, contact this office at 555 Yonge Street, 5th Floor, Toronto, Ontario, M7A 2H6.

## General Classes or Types of Records

Cemeteries Files - Operational Records

Correspondence  
Trust Fund Information Database

## Personal Information Banks

### Cemeteries Act - Records

Location: Cemeteries Regulation Section. Legal Authority: Cemeteries Act (revised), R.S.O. 1990, c.C.4 and Regulations. Information Maintained: Name, address, applications for new establishments and closures, building and/or plot plans of known cemeteries in Ontario, bylaws, cemetery complaints, tariff rate filings, trust fund statements. Uses: Ensure compliance under the Act; investigation purposes. Users: Division staff. Individuals in Bank: Cemetery officials, complainants. Retention and Disposal: Eighteen years, then transferred to archives.

## Central Registration Section

The Central Registration Section maintains a central file of businesses and persons registered under the following Acts: Cemeteries (licensing information), Consumer Protection (registration and bonding of itinerant sellers), Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and Business Brokers, Travel Industry.

The section also answers inquiries on whether a business is registered under these Acts. For questions related to new applications, renewals and revisions, call (416) 326-8800.

### Manuals

Sentry Manual (for staff use)

## Motor Vehicle Dealers Act

The registrar's office administers the Motor Vehicle Dealers Act and related consumer protection legislation to regulate approximately 25,000 dealers and salespersons of new and used motor vehicles. The ministry's Central Registration Section assists in the registration function for dealers and salespersons, and maintains a central file. (For registrants, new applications, renewals and revisions, call (416) 326-8800). Complaints concerning the purchase and sale of motor vehicles are handled by the Consumer Services Bureaus listed under this ministry's Consumer Services Branch entry).

The Motor Vehicle Dealers Compensation Fund is administered by an independent Board of Trustees. All claims and inquiries should be directed to 1200 Bay Street, Suite 1100, Toronto, Ontario, M2R 2A5, Telephone (416) 975-0832.

### Common Records

Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Administrative Actions (Proposals, Orders, Terms and Conditions)  
Correspondence  
Out-of-Province Exemption Certificates

## Real Estate and Business Brokers Act, Condominium Act

The Real Estate and Business Brokers Act protects Ontario consumers through registration of real estate and business brokers and salespersons. Registration records are maintained by the ministry's Central Registration Section (registrants, new applications, renewals and revisions, call (416) 326-8800). Before foreign land can be sold in Ontario, sellers must provide prospective buyers with an accurate description of the real property and terms of sale. Inspectors check the description for accuracy. Complaints regarding real estate and business brokers are handled by the Consumer Services Bureaus (listed under this ministry's Consumer Services Branch entry).

The Condominium Act sets out the requirements for registration of condominium units of all types in Ontario and establishes the framework for the orderly operation of the condominium corporation following registration. The structure of the corporation is established through its declaration and bylaws. The REBBA office provides information only and has an information booklet available for distribution free of charge.

### General Classes or Types of Records

Administrative Actions (proposals, orders)  
Correspondence  
Dormant Trust Accounts  
Prospectus Filing for Foreign Lands  
Terms and Conditions

## Travel Industry Act

The registrar's office administers the Travel Industry Act in order to protect the financial interests of Ontario travellers, and ensure ethical conduct and good travel service. The Travel Industry Act requires the registration of travel agents and wholesalers. The ministry's Central Registration Section assists in the registration function and maintains a central file (registrants, new applications, renewals and revisions, call (416) 326-8800). Consumer complaints are handled by the Consumer Services Bureaus (see list under this ministry's Consumer Services Branch entry).

The Ontario Travel Industry Compensation Fund is administered by an independent board of trustees and reviews consumer claims for travel services paid for, but not received, by consumers. Inquiries should be directed to 1200 Bay Street, Suite 1100, Toronto M2R 2A5, (416) 975-0818.



### General Classes or Types of Records

Administrative Actions (proposals, orders, terms and conditions)  
Correspondence

### Consumer Services Branch

The Consumer Services Branch processes consumer complaints, investigates alleged infractions and inspects registrants under all Acts dealing with consumer protection. The branch is divided into three sections: Consumer Services Bureaus, Investigation and Compliance (inspections).

Consumer Services Bureaus across Ontario answer consumer inquiries and review complaints arising from the purchase of goods or services (e.g., consumer rights regarding refunds and exchanges and deceptive or unfair business practices). Eight bureaus handle complaints under these Acts: Bailiffs (private bailiffs); Business Practices (which specifies practices considered to be deceptive, unfair or unconscionable, and provides the consumer with redress procedure); Collection Agencies; Consumer Protection (e.g., finance charges on credit purchases and loans) and door-to-door sales (itinerant sellers); Consumer Reporting (credit reporting and personal information agencies); Motor Vehicle Dealers, (e.g., purchase of motor vehicles); Motor Vehicle Repair (e.g., repairs to Motor Vehicle); Prepaid Services (e.g., memberships in fitness, health clubs, diet or modelling agencies); Real Estate and Business Brokers; and Travel Industry (travel agents and wholesalers).

### General Classes or Types of Records

Compliance Records and Reports  
Consumer Complaints  
Investigation Records and Reports  
SIREN

### Personal Information Banks

#### Complaints - Investigation Records

Location: Consumer Services Branch. Legal Authority: Business Practices Act, R.S.O. 1990, c.B.18; Cemeteries Act (revised), R.S.O. 1990, c.C.4; Collection Agencies, Act R.S.O. 1990, c.C.14; Condominium Act, R.S.O. 1990, c.C.26; Consumer Protection Act, R.S.O. 1990, c.C.31; Consumer Protection Bureau Act, R.S.O. 1990, c.C.32; Consumer Reporting Act, R.S.O. 1990, c.C.33; Discriminatory Business Practices Act, R.S.O. 1990, c.D.12; Motor Vehicle Dealers Act, R.S.O. 1990, c.M.42; Motor Vehicle Repair Act, R.S.O. 1990, c.M.43; Prepaid Services Act, R.S.O. 1990, c.P.22; Real Estate and Business Brokers Act, R.S.O. 1990, c.R.4; Travel Industry Act, R.S.O. 1990, c.T.19; Provincial Offences Act, R.S.O. 1990, c.P.33. Information Maintained: Name, registrar's cease and desist order, citizenship, computer printouts, copies of documents, court briefs, current and former addresses, date of birth, director's direction, information from confidential sources, marital status, photographs, physical description, police record, proposals, prosecutions. Uses: Investigation and

prosecution purposes; determine fitness for registration. Users: Ministries of Consumer and Commercial Relations, Attorney General, Solicitor General and Correctional Services, law enforcement agencies of the federal and other provincial governments. Individuals in Bank: Individuals and corporations subject to investigation. Retention and Disposal: Compliance (inspection): 5 years in office then destroyed. Investigation: Hard copy 2 years in office, 7 years in Records Centre then destroyed.

#### Consumer Services Branch - Complaints

Location: Consumer Services Branch. Legal Authority: Ministry of Consumer and Commercial Relations Act, R.S.O. 1990, c.M.21; Bailiffs Act, R.S.O. 1990, c.B.2; Business Practices Act, R.S.O. 1990, c.B.18; Collection Agencies Act, R.S.O. 1990, c.C.14; Condominium Act, R.S.O. 1990, c.C.26; Consumer Protection Bureau Act, R.S.O. 1990, c.C.32; Consumer Protection Act, R.S.O. 1990, c.C.31; Consumer Reporting Act, R.S.O. 1990, c.C.33; Motor Vehicle Dealers Act, R.S.O. 1990, c.M.42; Real Estate and Business Brokers Act, R.S.O. 1990, c.R.4; Residential Complex Sales Representation Act, R.S.O. 1990, c.R.28; Travel Industry Act, R.S.O. 1990, c.T.19; Prepaid Services Act, R.S.O. 1990, c.P.22; Motor Vehicle Repair Act, R.S.O. 1990, c.M.43. Information Maintained: Name, address and telephone number of complainants, complaint information, notes and correspondence. Uses: Determine offences against the Act, advise complainants. Users: Division staff. Individuals in Bank: Individuals filing complaints with the Toronto Consumer Services Bureau and companies/vendors of goods and services. Retention and Disposal: Twenty-five years microfilmed in office, 75 years in Records Centre.

#### Licensee Compliance and Inspection Records

Location: Consumer Services Branch. Legal Authority: Collection Agencies Act, R.S.O. 1990, c.C.14; Consumer Protection Act, R.S.O. 1990, c.C.31, s.3; Consumer Reporting Act, R.S.O. 1990, c.C.33, s.2; Motor Vehicle Dealers Act, R.S.O. 1990, c.M.42, s.2; Real Estate and Business Brokers Act, R.S.O. c.R.4, s.2; Travel Industry Act, R.S.O. 1990, c.T.19, s.2; Prepaid Services Act, R.S.O. 1990, c.P.22; Motor Vehicle Repair Act, R.S.O. 1990, c.M.24. Information Maintained: Name, business and home addresses, business transactions, copies of documentation from registration files, copy of inspection assignment and inspection schedule of registrants, details of general and trust accounts, directors, employees' names, general ledger, inspection reports, officers and employees of non-registered businesses, principal shareholders, telephone number. Uses: Ensure businesses comply with appropriate Act; provide registrars with reference when processing registrations. Users: Division staff. Individuals in Bank: Principal shareholders, directors, officers, employees of non-registered businesses and registrants under Acts administered by division. Retention and Disposal: Compliance (inspections) 5 years in office then destroyed. Retention schedule 47-3500-05-01.



## Entertainment Standards Branch

The Entertainment Standards Branch administers and enforces provisions of the Theatres Act and Athletics Control Act. The section licenses theatres exhibiting film, projectionists, retailers, distributors and projection equipment (including videotape machines) that are operated for public exhibition. This section also provides administration services and support for the Ontario Film Review Board.

The Ontario Film Review Board approves and classifies all films for public exhibition and videotapes for rent, lease or sale to Ontario Consumers.

The Athletics Commissioner's Office administers the Athletics Control Act, and is responsible for the proper conduct of all professional combative sports in Ontario.

### General Classes or Types of Records

Boxing  
Investigation Records and Reports  
Studies on Pornography and Violence in Media

### Manuals

Entertainment Standards Branch Procedures

### Personal Information Banks

Licences - Film Projectionists, Theatre Owners, Film Exchanges, Theatres, Distributors and Retail Stores  
Location: Entertainment Standards Branch.Legal Authority: Theatres Act, R.S.O. 1990, c.T.6.Information Maintained: Name, address, examination results, photograph.Uses: Issue licences.Users: Theatres Section staff.Individuals in Bank: Film projectionists, theatre owners, distributors, exhibitors, retail store owners.Retention and Disposal: Five years after file becomes inactive, then destroyed.

## Athletics Commissioner

The Athletics Commissioner administers the Athletics Control Act and is responsible for the proper conduct of all professional combative sports in Ontario. The commissioner maintains liaison with community centres and arenas, and issues licences to professional boxers, kickboxers (full contact karate), wrestlers and all officials involved in these sports.

### General Classes or Types of Records

Kickboxing, Wrestling, Boxing

### Personal Information Banks

Athletics Control Act - Licences  
Location: Athletics Commissioner.Legal Authority: Athletics Control Act, R.S.O. 1990, C.34, s.13.Information Maintained: Name, address, citizenship, contracts, copies of cheques, date of birth, employer, general correspondence, income, letters of complaint, marital status, number of shows promoted by each

promoter, officials' fees, photographs, physical description, police record, recent medical information on boxers and kickboxers, revenue.Uses: Determine suitability of applicant to hold a licence; determine whether or not licence is in good standing; ensure licensee operates in accordance with Act; investigation purposes.Users: Commissioner's staff.Individuals in Bank: Individuals and companies applying for licences (e.g., professional boxer, wrestler, kickboxer, manager, promoter, second, referee, official).Retention and Disposal: Not determined.

## Gaming Control Office

The Gaming Control Office administers the lottery licensing provisions of, and ensures compliance with, the Criminal Code of Canada. The office issues licences for lottery events conducted by charitable and religious groups and at agricultural fairs, exhibitions and places of amusement.

The office also regulates the commercial delivery of gaming services for licensed lottery events conducted by charitable and religious organizations or fairs and exhibitions through the Gaming Services Act and Regulations. The Act also provides for the registration of commercial suppliers of services to licensees as well as the goods supplied.

### General Classes or Types of Records

Gaming Services Act registrant data base.  
Lottery Licensing System.

### Manuals

Lottery Licensing Policy Manual

Manual is intended to provide all parties involved in the charitable gaming industry with up-to-date information as to changes in legislative framework, policy, procedures and terms and conditions.

### Personal Information Banks

Licences - Lotteries  
Location: Gaming Control Office.Legal Authority: Criminal Code, R.S.C. 1970, c.C.34, s.206 and s.207; Order-in-Council 274/70, as amended, 2639/73.Information Maintained: Name, address, complainant's name, date of birth, licence number, lottery complaints, municipality, organization, resolution, subject of complaint, telephone number.Uses: Determine whether or not organizations and individuals are licensed; ensure licensee operates according to terms and conditions of the licence; calculate fees and refunds to municipalities.Users: Division staff.Individuals in Bank: Individuals and organizations applying for or in possession of a lottery or bingo licence.Retention and Disposal: Ten years, then destroyed.

### Sentry System

Location: Gaming Control Office.Legal Authority: Thirty-three licensing statutes administered by the Ministry of Consumer and

Commercial Relations provide authority for this bank. For specific information about the legal authority for particular collections, refer requests to the Freedom of Information and Privacy Coordinator. Information Maintained: None. Uses: Determine fitness for registration under appropriate Act; investigation purposes under above statutes. Users: Business Practices Division staff, Ministry of Financial Institutions, Ontario Securities Commission and the Motor Vehicle and Travel Industry Compensation Funds. Individuals in Bank: Businesses, officers, directors, shareholders, itinerant sellers and employees in consumer reporting and collection agencies, motor vehicle dealerships, real estate and business brokerages, travel agencies and travel wholesalers; individuals and companies seeking registration; non-registrants; user staff. Retention and Disposal: Not determined.

## Theatres Section

The Theatres Section, which administers the amended Theatres Act, issues licences to theatres exhibiting standard film in the province and licenses projectionists, distributors, video retailers and projection equipment (including videotape machines) that are operated for public exhibition.

The section also provides administration services for the Ontario Film Review Board. The board is responsible for the review, classification and approval of all films and videotapes for public exhibition and distribution, and the approval of all printed advertising related to the public exhibition of film.

### General Classes or Types of Records

Band Record Book  
Licensing Files

### Personal Information Banks

#### Consumers' Correspondence

Location: Theatres Section. Legal Authority: Theatres Act, R.S.O. 1990, c. T.6, s.3. Information Maintained: Name, address, correspondence. Uses: Maintain consumer correspondence concerning classification policy and decisions. Users: Theatres Section staff. Individuals in Bank: Consumers corresponding with Theatres Section. Retention and Disposal: Five years, then destroyed.

#### Investigation Records

Location: Theatres Section. Legal Authority: Theatres Act, R.S.O. 1990, c. T. 6; Criminal Code of Canada. Information Maintained: Name, citizenship, computer printouts, copies of documents, court briefs, current and completed investigations, current and former addresses, date of birth, marital status, police records, prosecutions. Uses: Investigation and prosecution purposes; determine fitness for registration. Users: Ministries of Consumer and Commercial Relations, Finance, Attorney General and Solicitor General and Correctional Services, law enforcement agencies of the federal and other provincial governments. Individuals in Bank: Individuals and corporations

subject to investigation. Retention and Disposal: Ten years, then destroyed.

#### Licences - Film Projectionists, Theatre Owners, Film Exchanges, Theatres, Distributors and Retail Stores

Location: Theatres Section. Legal Authority: Theatres Act, R.S.O. 1990, c. T. 6. Information Maintained: Name, address, examination results, photograph. Uses: Issue licences. Users: Theatres Section staff. Individuals in Bank: Film projectionists, theatre owners, distributors, exhibitors, retail store owners. Retention and Disposal: Five years after files become inactive, then destroyed.

## Ontario New Home Warranty Program

The Ontario New Home Warranty Program (ONHWP) is the independent, non-profit corporation mandated by the Government of Ontario to administer the Ontario New Home Warranties Plan Act. The Act requires that all builders or vendors of new homes register with the program and enrol each new home they offer for sale. Deposits paid to builders are protected to a maximum of \$20,000, and buyers receive several different warranty coverages on a new home, to a maximum value of \$100,000. Warranty coverage includes a one-year builder's warranty against original defects or infractions of the Ontario Building Code; a two-year builder's warranty against water penetration through the building envelope, as well as a two-year warranty on all electrical and mechanical systems; and a seven-year warranty against major structural defects. Problems arising during the builder's warranty period should be brought to the builder's attention by the buyer. If the builder does not correct the problems during the warranty period, the program will help to resolve the dispute. The program has regional offices throughout the province. It publishes a technical newsletter for builders called Building Smart in addition to three comprehensive technical reference manuals, and a series of brochures explaining warranty rights and obligations aimed at lawyers, mortgage lenders, builders, real estate agents and the home-buying public. The program publishes an annual Home Buyer's Guide to After Sales Service, which lists all registered builders and rates many of them according to the quality of their after-sales customer service. For details, please contact the Warranty Program.

### Common Records

Board of Governors Membership

## Corporate Services Division

The division coordinates the functions of three branches, Human Resources, Finance and Administrative Services, and Internal Audit and Operational Review, to provide corporate and administrative management services for the Ministry of Consumer and Commercial Relations. The division also administers implementation of, and compliance with, the



Freedom of Information and Protection of Privacy Act and the French Language Services Act. The division oversees the Employment Systems Review Project. The division is also responsible for corporate learning through the Learning Unit.

## Finance and Administrative Services Branch

The Administrative Services Section coordinates purchasing, printing, mail, duplicating, fleet management, facilities management, building security and waste management services for the ministry. It also coordinates the distribution of corporate directives and guidelines and is responsible for policy administration, including management of ID cards for employees. Liaison with central agencies, the Management Board Secretariat and the Ministry of Transportation is an integral part of its responsibilities.

The Finance Section provides all programs of the Ministry of Consumer and Commercial Relations with planning, management and accounting services, such as payroll reconciliation, accounts payable, financial reporting, estimates submission, budget variance analysis and results management reporting. It processes all revenue received and develops policies and procedures for financial forecasting, control and management performance reporting systems. The section also serves as a liaison with central agencies such as the Treasury Board and the Ministry of Finance.

### Common Records

Identity/Employee Card  
Library Users Lists  
Parking Records  
Travel/Expense Accounts  
Workers' Compensation

## Freedom of Information and Protection of Privacy Office

The Freedom of Information and Protection of Privacy (FOI) coordinator responds to requests for information made by the public under the Freedom of Information Act and Protection of Privacy Act and monitors implementation within the ministry of the government's policy on the protection of individual privacy with respect to personal information.

### Common Records

Freedom of Information and Protection of Privacy Act Requests

### Manuals

Freedom of Information and Protection of Privacy Procedures  
Manual

## French Language Services

The French Language Services coordinator oversees the effective implementation, delivery and maintenance of French language services in all aspects of ministry programs, advises

ministry officials and staff on policies and administrative matters regarding French language services, interprets relevant legislation, handles complaints and keeps the ministry's senior management informed on all subjects related to French language services.

## Human Resources Branch

The Human Resources Branch works in an advisory capacity with line managers who have primary responsibility for human resource matters within their units. The branch is responsible for human resources policies and procedures, administration and management; pre-retirement seminars and human resources planning; research into human resources-related issues and programs; staff redeployment coordination; establishment of employee classification and compensation levels; staff recruitment; employee counselling; employee and staff relations; occupational health and safety; investigation of employee grievances and all matters affecting working conditions and performance. Personnel, payroll, attendance and employee benefit records are maintained for the ministry.

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
General Employment History and Payroll Information  
Grievances and Applications  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Performance Management  
Professional Development  
Workers' Compensation

## Internal Audit and Operational Review Branch

Internal Audit and Operational Review Branch assists all levels of management in the Ministry of Consumer and Commercial Relations in achieving program objectives by providing assurance that control processes are satisfactory, furnishing timely recommendations for improving the economy and efficiency of operational and systems (information technology) activities and assessing the adequacy of established criteria to measure program effectiveness. The branch evaluates the adequacy of financial, operational and management controls, designed to ensure that physical, human and information assets of the ministry are safeguarded against loss or misuse. This office ascertains the extent of compliance with established ministry and government policies and guidelines.



In partnership with management, audit staff also act as consultants in the development of major information systems to ensure project success, system control and data integrity.

## **Common Records**

Ombudsman/Human Rights Commission

## **Information Technology Division**

The Information Technology Division is responsible for the effective planning and implementation of information technology, consulting services relating to computing, data processing, general office automation and other information technologies in the ministry. This office develops and maintains information systems. The division liaises with Management Board Secretariat's Computer and Telecommunication Services Division, and private sector suppliers.

The Information Technology Planning Section develops corporate information technology plans, policies, standards and guidelines. It develops corporate information management policies, provides support for corporate database design, provides information resource management services, reviews Ministry programs for potential productivity improvements through the application of new technologies and conducts major tenders for corporate information technology requirements.

The Information System Services Section manages application development, implementation and systems maintenance for the ministry. The End-User Services Section provides support in hardware and program selection. Installation and technology training are provided as ongoing support to ministry staff.

Network Operations Section provides system support and management of the minicomputer network, overall coordination of the voice and data telecommunications network, and the ministry's strategic plan. The section reviews and evaluates potential uses of new technology as it relates to the AS/400 network.

## **General Classes or Types of Records**

Application Feasibility Studies  
Application Submissions and Reports  
Corporate Technology Plans, Policies, Standards and Guidelines  
Information Management Reports  
Information Systems - Documentation  
Project Plans and Status Reports  
Requests for Proposals, Tenders and Contracts

## **Policy, Agency and Corporate Affairs Division**

This division coordinates the functions of five branches to provide policy, legal and communications support for the Ministry of Consumer and Commercial Relations. It also functions as a liaison between the Ministry of Consumer and Commercial Relations and its agencies. The Aboriginal Gaming Section conducts negotiations with First Nations throughout Ontario with respect to aboriginal gaming activities.

### **Aboriginal Gaming**

The Aboriginal Gaming Section is responsible for developing and managing the relationship between First Nations and the province in the gaming area. In particular, the section conducts negotiations with First Nations throughout Ontario with respect to gaming activities.

### **Agency Relations Branch**

The Agency Relations Branch is responsible for policy program and financial liaison with ministry agencies, which include the LCBO, LLBO, ORC and CRAT. The branch is also responsible for industry liaison with the alcohol beverage and racing sectors.

### **Communications Services Branch**

This branch establishes communications policy for the ministry, advises other branches on related activities and provides communications support to the Minister and the Deputy Minister. The branch comprises the News and Information Section and General Inquiry Unit.

The News and Information Section informs the public, client groups and the media about the ministry's activities; develops all communications programs for the ministry; and produces and distributes publications, audio-visual materials, and news releases.

The General Inquiry Unit offers a bilingual information service to the general public on the various programs and services offered by the ministry. In addition, touch tone callers may access the 24-hour automated voice system to obtain information on Ministry programs and issues or to order forms and brochures. Hearing/speech-impaired persons using the Visual Ear (TDD) network service can also contact the General Inquiry Unit.

### **Legal Services**

Legal Services counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. The office also performs general legal services for the Ministry,

such as legal opinions, settling claims, and attending court hearings, administrative tribunals.

### **General Classes or Types of Records**

Legal Opinions  
Legislation  
Orders-in-Council  
Regulations

### **Policy Branch**

The Policy Branch provides support to the Minister, Deputy Minister and program divisions in strategic planning, policy development and analysis, and issues management.

### **General Classes or Types of Records**

Cabinet Submissions  
Research

## **Registration Division**

This division provides for the registration of interests in real property and personal property, and is responsible for the operation of all Land Registry Offices in the province. It administers the Marriage Act, the Change of Name Act and the collection and custody of records under the Vital Statistics Act. Through its Companies Branch, it provides for the incorporation, dissolution and revival of companies, and registration of partnerships and proprietorships. The division provides used vehicle information package to the public, upon request.

### **General Classes or Types of Records**

Legal Services (Registration Division Section) - Property Law Committee Meetings, Legal Audit Reports and Interpretations, Statutes and Regulations  
Strategic Alliance Liaison Office - records of the establishment of the Strategic Alliance Liaison

### **Manuals**

Deposit Account Guide  
Not For Profit Incorporator's Handbook

### **Companies Branch**

The Client Liaison Section provides information to clients in response to general and specific enquiries about all branch services. This section also promotes the use of the branch's automated system (Ontario Business Information System - ONBIS) by working in partnership with private and public sector to provide remote access to corporate and business registration information maintained by the branch.

The Corporate Search and BNLP Services section deals with searches of corporations and certificates of corporate status. Microfiche copies of documents (e.g. articles of incorporation,

special notices) of corporations in Ontario are provided for a fee. This section also registers the business names of sole proprietors, partnerships and corporations that carry on business in Ontario under names other than their own; registers dissolution or withdrawal of these business names; and conducts public searches of documents relating to all the above business enterprises.

The Corporate Services Section examines and processes articles of incorporation, articles of amendment of business corporations, applications for incorporation of non-profit corporations (churches, community groups, etc.) and issues letters patent and extra-provincial licences to non-Canadian business corporations in Ontario. This section also cancels charters (letters patent, certificates of incorporation).

The Compliance Section has responsibility for encouraging and monitoring compliance to the legislation administered by Companies Branch, particularly in the area of reporting of corporate information to ensure accuracy of the public record. Access to these records is given to the public, the corporate and legal communities, law enforcement agencies and other government departments.

### **General Classes or Types of Records**

Corporate Records  
Corporate Registers  
Registrations of Sole Proprietorships, Partnerships and Business Names  
Security Rolls of Documents Filed or Registered Offices  
Including the Establishment of Teranet

### **Manuals**

Companies Branch - Directives  
Incorporator's Handbook  
Motor Vehicle Enquiry Guide

### **Legal Services Branch**

The Legal Services Branch provides legal support to the Personal Property Security Registration Branch, the Real Property Registration Branch and the Office of the Registrar General. It also responds to enquiries concerning the interpretation of the Boundaries Act, Certification of Titles Act, Land Registration Reform Act, Land Titles Act, Registry Act, Repair and Storage Liens Act and Personal Property Security Act.

### **Personal Property Security Registration Branch**

The branch manages the Personal Property Security Registration System (PPSR), administers the Personal Property Security Act (PPSA) and the Repair and Storage Liens Act (RSLA).

The PPSR System provides a registration function whereby a person who loans money and takes personal property (e.g., a

motor vehicle) as collateral for the loan can file notice of the security agreement through the registration of a financing statement. In addition, repairers and storers of goods who have returned the goods to the owners before being paid can register notice of their non-possessory liens through the registration of a claim for lien. A registration can be submitted by mail to the Central Registration Branch or in person to any one of the 49 PPSR branch offices listed under this ministry's Real Property Registration Branch entry.

PPSR now permits preauthorized clients with appropriate computer technology to file their registrations electronically instead of by paper. The branch also allows such clients to have limited access to the PPSR database to conduct their own searches from the convenience of their office.

The PPSR System also provides an enquiry service so that people can determine, when buying personal property or accepting it for security as collateral for a loan, whether a notice of security interest of non-possessory lien has been registered against the property (i.e., whether the owner has previously pledged the property as security or owes for repairs or storage of the property).

Together with the MTO, the PPSR Branch now offers the Used Vehicle Information Package (UVIP) to members of the public. The UVIPs provide members of the public with Ontario registered lien information, Ontario vehicle registration information and red book value on which provincial sales tax is based.

The Personal Property Security Registration Branch publishes the Personal Security Registration and Enquiry Guide, which provides registration and enquiry information; A Consumer's Guide to the Personal Property Security Registration System and A Guide to the Repair and Storage Liens Act.

### **General Classes or Types of Records**

Personal Property Registration Notices, Reports, Legislation and Regulations, Corporation Securities Documents

### **Manuals**

Personal Property Registration System - Deposit Accounting System  
 Personal Property Registration System - Guide to the Registration Guide  
 Personal Property Security Registration System - A Consumer Guide  
 Personal Property Security Registration and Enquiry Guide

### **Real Property Registration Branch**

The Real Property Registration Branch is responsible for the management and operation of the 55 Land Registry Offices throughout Ontario. The offices register, store and preserve documents, deeds, mortgages and plans of survey. Registration

relates to the ownership and encumbrance of real property under both the Land Titles system and the Registry system. All registered and deposited records are available to the public (for a fee) to search title or obtain information relating to the ownership of real property.

The branch monitors the quality of plans of survey through its Surveys, and Title Services Office by both direct pre-registration examination and post-registration audit and review. The office examines applications for first registration, Boundaries Act plans and applications under the Certification of Titles Act. The processing of both applications for first registration under the Land Titles Act and the Certification of Titles Acts and Condominium plans approval has also been decentralized and is now performed in the individual Land Registry Offices.

The branch records are currently being converted to an automated format. Long-term improvements include the automation of the land records index and property title information, and the production of computer-generated property maps.

Forty-eight of the 55 Land Registry Offices provide registration and enquiry services related to the Personal Property Security Registration System (PPSR). Liens against personal property (boats, cars) may be registered or prospective buyers may determine whether personal property is free of encumbrances. Fourteen of the Land Registry Offices provide local incorporation services under the Business Corporations Act. Eleven of the Land Registry Offices accept requests for certificates on behalf of the Office of the Registrar General. The following is a list of five regional offices and 55 Land Registry Offices indicating the services provided: Registry (REG), Land Titles (LT), Personal Property Security Registration (PPSR), Company Incorporation (CO) and Office of the Registrar General (ORG).

### **General Classes or Types of Records**

Abstract Books and Parcel Registers  
 Registered Instrument  
 Registered Plan

### **Manuals**

Boundaries Act Procedural Guide for Users  
 Certification of Titles - Application Procedural Guide for Users  
 Document Users Guides - English and French  
 Land Titles Abstracting Guidelines  
 Land Titles Conversion Pilot Project - November 1989  
 Land Titles Conversion Procedural Guide  
 Land Titles Procedural Guide  
 Property Law Bulletins  
 Property Mapping Procedural Guide  
 Registry Office Abstracting Guidelines  
 Standard Charge Terms - Annual Edition  
 Title Examiner's Procedural Guide



## Registrar General Branch

The Registrar General Branch registers and records Ontario births, deaths, marriages, still-births, parentage and name changes. Statistics relating to births, still-births, marriages, divorces and deaths are compiled annually and published under the title "Ontario Vital Statistics." Wallet-and file-size certificates, as well as certified copies of registrations of births, deaths and marriages in Ontario are provided to entitled applicants upon payment of appropriate fees. Under the Marriage Act, certificates of registration are issued to persons authorized to perform marriages in Ontario (contact Marriage Office).

Premium same-day service for walk-in clients is available, for an additional fee, at the Toronto and Thunder Bay counters only. The Toronto counter is open from 8:00 a.m. to 4:30 p.m., Monday to Friday. The Thunder Bay counter operates from 8:30 a.m. to 4:30 p.m., Monday to Friday. Except in the case of documented emergencies, the same day service is restricted to certificates only, for the following records:

Births From 1930 to present

Marriages From 1965 to present

Deaths From 1980 to present

### General Classes or Types of Records

Registrar General Branch - Legislation and Regulations,  
Revenue Reports, Proposals, Statistics

### Manuals

Death Registration Guidelines  
Division Registrar's Manual  
Information System Procedures  
Internal Operating Procedures  
Land Titles Procedural Guide  
Marriage Handbook  
Property Law Bulletins  
Repair and Storage Lien Act

### Personal Information Banks

#### Vital Statistics

Location: Registrar General Branch. Legal Authority: Marriage Act, R.S.O. 1990, c.M.3; Vital Statistics Act, R.S.O. 1990, c.V.4.; Change of Name, R.S.O. 1990, c.C.7. Information Maintained: Names (including former names), OHIP Number, social insurance number, citizenship, date and place of the event, education, family history, financial history, information pertaining to court proceedings and criminal convictions, information pertaining to death, length of residence, mailing address, marital history, medical information, oaths of secrecy, occupation, place of residence, race, registration date and number, religion, sex. Uses: Register and record Ontario births, deaths, marriages, persons authorized to solemnize marriage,

still-births, adoptions, divorces, name changes, record corrections, amendments, sex changes, court orders regarding parentage and file statutory declarations of parentage; compile, publish and distribute statistics; provide certified copies, extracts, certificates, search notices, photocopies; research, medical, law enforcement, adoption and adoption disclosure purposes. Users: Branch staff, Division Registrars and other users as permitted under the Marriage Act, the Change of Name Act, the Vital Statistics Act or section 67 of Regulation 942, R.R.O. 1980. Individuals in Bank: Persons born, married, authorized to solemnize marriage, divorced, deceased, stillborn, adopted, baptized, changing their name or sex, or declaring parentage in Ontario. Retention and Disposal: As per retention and disposal schedules.

## Technical Standards Division

The Technical Standards Division sets design standards for certain kinds of equipment and machinery which may affect public safety, and carries out inspections to ensure that safety standards are met. Programs of this division are described in separate entries.

### General Classes or Types of Records

Amusement Devices  
Certificate of Competency  
Design Registration  
Elevating Devices  
Fuel Contractors  
Fuel Facilities  
Fuel Trade Certification  
Fuels Safety Investigation files  
Occurrences/investigations  
Operating Engineers Certification  
Operating Plant Registration  
Owner/Contractor Registration  
Private Fuel Outlets  
Registrations, Applications (operating plants, boilers and pressure vessels); elevating device designs, amusement devices technical dossiers, elevating device owners and general contractors, contractors under the Energy Act.  
Registrations, applications of contractors under the Gasoline Handling Act.  
Upholstered and Stuffed Articles Registration of Manufacturers  
Vessel Certification  
Welders Certification  
Welding Procedure Registration

### Elevating Devices Program

The Elevating Devices Program administers the Elevating Devices Act, which applies, with the exception of those devices covered under the Mining Act, to elevators, escalators, dumbwaiters, moving walks, manlifts, platform lifts, ski lifts, lifts for the disabled and construction hoists, and the

Amusement Devices Act, which covers go-karts, amusement rides, bungee jumping and water slides. Elevating and amusement devices are inspected and licensed. Inspection is a requirement in both Acts and all devices are inspected before initial licensing to ensure compliance with adopted safety standards and the registered design or dossier submitted. The operation of non-conforming or unsafe devices must be suspended. In the case of elevating devices, contractors installing, maintaining and repairing these devices must be registered with the program and monitored. For amusement devices, licensees (business owners) are licensed and subsequently monitored. Individual devices must have a permit renewed annually.

The program initiates and issues safety rulings, maintains a data bank of technical and statistical information and participates in the development of safety codes through the Canadian Standards Association and international standards-making organizations. Field inspection operations are managed from the main Toronto office. Inspectors are located at head office and various district field offices throughout the province, as listed below. The engineering and field management staff combine expertise to investigate accidents, incidents and consumer complaints and undertake complex technical investigations to resolve problems.

The program also reviews and registers all designs for regulated equipment, prior to installation and licensing to ensure compliance with technical/safety codes and standards.

#### Manuals

Inspectors Manual

### Fuels Safety Program

The Fuels Safety Program, which enforces the Ontario Energy Act and the Gasoline Handling Act and their regulations, strives to prevent loss of life, bodily injury and property damage by controlling potential safety hazards in the transportation, transmission, distribution and storage of fuels such as natural gas, oil, propane and gasoline. The program issues licences to gasoline service stations, propane facilities and companies that distribute natural gas and oil; registers contracting companies that do work covered under the Energy Act or the Gasoline Handling Act; and issues certificates to natural gas and propane fitters and handlers and oil-burner mechanics. The program audits all these operations on a spot-check basis.

The program also examines and approves site plans prior to the construction of certain licensed facilities, such as gasoline self-service stations and propane facilities.

#### Manuals

Procedures Manual

### Personal Information Banks

Natural Gas and Propane Fitters and Handlers, Oil Burner Mechanics and Pipeline Inspectors - Applications

Location: Fuels Safety Program. Legal Authority: Energy Act, R.S.O. 1990, c.E.16. Information Maintained: Name, address, certificate category and number, date of birth, issue and expiry dates, payment. Uses: Certify or upgrade certificate holders; determine renewal payments. Users: Division staff. Individuals in Bank: Natural gas and propane fitters and handlers, oil burner mechanics, pipeline inspectors. Retention and Disposal: Retained 3 years following cancellation of certificate, then destroyed.

### Pressure Vessels Safety Program

The program strives to minimize the loss of life and property arising from the fabrication, installation or operation of boilers and pressure vessels and pressure piping systems. Under the Boilers and Pressure Vessels Act and the Operating Engineers Act, the program ensures safety by reviewing and registering engineering designs of boiler and pressure vessels, pressure fitting, pressure piping systems, welding procedures, and performing inspections during fabrication, installation and periodically thereafter. Other responsibilities include approval and inspection of major repairs to all boilers and pressure vessels, and pressure piping systems; qualifying and issuing licences to welders; registering and classifying steam, refrigeration and compression plants; issuing licences to their operators and operating engineers; and investigating related accidents. For administering the inspection and welder testing segments of the program, the province is divided into three regions, listed below.

#### General Classes or Types of Records

Certifications, applications (boiler and pressure vessel manufacturers)

Reports, records (boiler and pressure vessel manufacture data; inspections; audits; incidents and occurrences; complaints; investigations; enforcement)

#### Manuals

Welding Procedures

### Personal Information Banks

Certificates of Competency - Boilers and Pressure Vessels

Location: Pressure Vessels Safety Program. Legal Authority: Boilers and Pressure Vessels Act, R.S.O. 1990,

c.B.9. Information Maintained: Name, address, certificate number, experience, issue and renewal dates, technical education. Uses: Provide record of certificate holders. Users:

Branch staff, insurance companies. Individuals in Bank: Holders of Boilers and Pressure Vessels Inspection Certificates of Competency. Retention and Disposal: Until certificate-holder's death, then destroyed.



### Certification of Qualification - Operating Engineers

Location: Pressure Vessels Safety Program. Legal Authority: Operating Engineers Act, R.S.O. 1990, c.O.42. Information Maintained: Name, address, certificate number, classification, date of birth, issue and renewal dates, offences under the Act, qualifying work experience. Uses: Provide record of certified operating engineers. Users: Branch staff, plant owners. Individuals in Bank: Holders of Certificate of Qualification, Operating Engineers Act, Boilers and Pressure Vessels Inspection Certificate of Competency. Retention and Disposal: Until certified operating engineer's death, then destroyed.

### Welders - Performance Tests

Location: Pressure Vessels Safety Program. Legal Authority: Boilers and Pressure Vessels Act, R.S.O. 1990, c.B.9; as amended, S.O. 1983, c.33, s.36, c.72, s.22. Information Maintained: Name, address, employer's name and address, expiry date of identification card, test details. Uses: Provide record of tested welders. Users: Branch staff. Individuals in Bank: Skilled pressure-part welders. Retention and Disposal: Two years after test, then destroyed.

### Upholstered and Stuffed Articles Program

The program administers the Upholstered and Stuffed Articles Act, and ensures safety by registering renovators and manufacturers and inspecting premises of registrants and retailers of upholstered and stuffed articles. Responsibilities include investigating consumer complaints about stuffed furniture, mattresses, pillows, clothing materials, toys, etc., and testing filling materials for compliance with the regulations. Field offices, listed below, carry out the same inspection and complaint investigation functions as the head office, and pick up samples of filling materials for submission to head office for testing. There are two program field offices, listed below.

### Agencies

#### Board of Funeral Services

Board of Funeral Services is an independent, industry financed, non-share corporation that regulates the funeral industry in administering the Funeral Directors and Establishments Act. The Board of Funeral Services was established in 1976 by section 3 of the Act, with a principal objective of regulating the practices of funeral directors and persons who operate funeral establishments and transfer services in accordance with the Act, the Regulations and the bylaws, in order that the public interest may be served and protected. The board can mediate consumer complaints and, where mediation is not successful, has a Complaints Committee that adjudicates complaints. For information, telephone (416) 979-5450.

### General Classes or Types of Records

Annual Report  
Board Management System - Registry

### Manuals

Policy Manual for Funeral Directors and Establishments

### Personal Information Banks

#### Listing of Funeral Directors

Location: Board of Funeral Services. Legal Authority: Funeral Directors and Establishments Act. Information Maintained: Name, address, licence number. Uses: For registration and licensing. Users: Board of Funeral Services staff. Individuals in Bank: All licensees. Retention and Disposal: Undetermined.

### Public Records

#### Register

Purpose: To maintain a register of all Funeral Directors and establishments in the province. Legal Authority: Funeral Directors and Establishments Act, R.S.O. 1990, c.F s.2(3) R.R.O. 1990 Reg 470, s.14. Information Maintained: Name and address. Retrievability: Name of registrant. Retention and Disposal: Undetermined. Access Procedures: N/A.

### Board of Review Under the Operating Engineers Act

The board evaluates safety procedures and provides advice on the safe operation of plants and the training and employment of operating engineers and operators. It also advises on revisions to the Act and regulations.

### Commercial Registration Appeal Tribunal

The tribunal holds public hearings on appeals to review administrative decisions denying, refusing to renew, suspending or revoking registration of individuals and corporations. It also hears appeals to review government-originated cease and desist orders respecting advertising, selling and unfair business practices by real estate and business brokers and salespersons, mortgage brokers, motor vehicle dealers and salespersons, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers (Consumer Protection Act) manufacturers and renovators of upholstered and stuffed articles, distributors of paperback books and periodicals, travel agents and wholesalers. Under the Discriminatory Business Practices Act, the tribunal handles appeals. In addition, it hears claimant and registrant appeals from decisions and proposals of the Corporation administering the Ontario New Home Warranties Plan Act, appeals of credit unions from orders taking over management of the Ontario Share and Deposit Insurance Corporation, claimant appeals from trustees' decisions under the Travel Industry Act, and appeals for compensation under the Travel Industry Act, Ontario New Home Warranties Plan Act and Motor Vehicle



Dealers Compensation Fund under the Motor Vehicle Dealers Act, as well as decisions made by the registrars under the Funeral Directors and Establishments Act and the Cemeteries Act.

### Personal Information Banks

#### Tribunal Hearings

Location: Commercial Registration Appeal Tribunal. Legal

Authority: Registration and licensing statutes administered by the Ministry of Consumer and Commercial Relations and Ministry of Finance. Information Maintained: Solicitor's or applicant's name, address, company name, exhibit information, telephone number. Uses: Prepare hearing. Users: Tribunal administrative staff. Individuals in Bank: Appellants, claimants, solicitors. Retention and Disposal: 45 days after a tribunal decision, then exhibits only are returned to parties concerned or transferred with file to archives.

### Liquor Licence Board of Ontario

Under the Liquor Licence Act, the Liquor Licence Board of Ontario (LLBO) issues, renews, transfers, suspends and revokes liquor licences (including Special Occasion Permits) for on-premise sale and consumption of alcoholic beverages. The board also regulates alcoholic beverage advertising and inspects all licensed establishments in Ontario. Ontario Photo Cards are available on a voluntary basis to Ontario residents over 19. Application forms may be obtained from liquor stores and Brewers' Retail outlets.

Licensing: Special Occasions Permits (416)326-0458; Ontario Photo Cards (416)326-0462; Manufacturers/Agents Licences (416)326-0353; Seminars (416)326-0421; Customer Service (416)326-0445; Communications (416)326-0422. Advertising: (416)326-0400. Inspections: (416)326-0336. Hearings: (416)326-0363.

### Common Records

Career Planning/Training  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Ombudsman/Human Rights Commission  
Performance Management  
Workers' Compensation

### General Classes or Types of Records

Licensed Establishments in Ontario

### Manuals

Advertising/Hearings System Manual  
Financial and Administrative Services Purchasing Manual  
Forms and Records Management Manual

Human Resources Management Manual Directives and Guidelines (OPS)

Inspection Branch

Inspection Procedure Manual

LLBO Licensing and Compliance System Manual

Legal and Advertising Services

Licensing Branch

Management Board of Cabinet Directives and Guidelines

Memorandum of Understanding and Bylaws

Ontario Manual Administration

Personnel Services

Policy and Procedures Manual

### Personal Information Banks

#### Attendance Recording System/Payroll Personnel and Employee Benefits System

Location: Liquor Licence Board of Ontario. Legal Authority:

Liquor Licence Act, R.S.O. 1990, c.L.19. Information

Maintained: Name, social insurance number, address, date of birth, education, medical information, salary data, work history. Uses: Issue paycheques; compile statistical

reports. Users: Authorized ministry management staff, Personnel and Finance Sections staff. Select information to the Ontario Liquor Boards' Employees Union, insurance companies, banks and Workers' Compensation Board. Individuals in Bank: Government employees. Retention and Disposal: Attendance records retained up to 50 years after termination, then destroyed; payroll, personnel and employee benefits records retained up to 50 years after termination, then transferred to archives.

#### Licensed Representative Cards - Applications

Location: Liquor Licence Board of Ontario. Legal Authority:

Liquor Licence Act, R.S.O. 1990, c.15. Information Maintained:

Name, address, criminal record, employer, telephone number. Uses: Assess applicant's suitability for a Licensed Representative Card. Users: Board staff. Individuals in Bank: Applicants, licensees. Retention and Disposal: Retained for 6 months after termination.

#### Liquor Sales Licences - Applications and Record of Establishments

Location: Liquor Licence Board of Ontario. Legal Authority:

Liquor Licence Act, R.S.O. 1990, c.L.19. Information

Maintained: Name, address, age, agreements of various types, citizenship, criminal record, disciplinary hearings, final report, inspection, investigation or police reports, licence renewal applications, licence transfer applications, notices of proposal, preliminary survey, telephone number. Uses: Maintain historical record of establishment and licensee; assess licensee's suitability, prior to issuing initial licence. Users: Board staff. Individuals in Bank: Applicants, licence-holders, shareholders, managers. Retention and Disposal: Paper files retained up to 20 years; 3 years at the Board and 17 years at Ontario Government Record Centre. Retention for computer files not determined.

## Manufacturers' Licences Applications and Record of Licensing

Location: Liquor Licence Board of Ontario. Legal Authority: Liquor Licence Act, R.S.O. 1990, c.L.19. Information Maintained: Name, address, age, approvals on advertising, citizenship, criminal record of directors and shareholders, disciplinary hearings, investigation or police reports, notices of proposal, telephone number. Uses: Maintain historical record of manufacturers; assess applicants' suitability prior to issuing licence. Users: Board staff. Individuals in Bank: Applicants, directors and shareholders. Retention and Disposal: Paper files retained up to 20 years: 3 years at the LLBO and 17 years at Ontario Government Record Centre.

## Ontario Photo Cards - Applications

Location: Liquor Licence Board of Ontario. Legal Authority: Liquor Licence Act, R.S.O. 1990, c.L.19. Information Maintained: Name, address, applicant's certificate, date of birth, guarantor's signature, photographs, telephone number. Uses: Assess applicant's suitability for an Ontario Photo Card. Users: Board staff. Individuals in Bank: Applicants, card-holders. Retention and Disposal: Two years, then destroyed.

## Special Occasion Permits - Applications

Location: Liquor Licence Board of Ontario. Legal Authority: Liquor Licence Act, R.S.O. 1990, c.L.19. Information Maintained: Name, address, date and time of event, expected attendance, location. Uses: Issue special occasion permits. Users: Board staff. Individuals in Bank: Applicants. Retention and Disposal: Six months, then destroyed.

## **Ontario Film Review Board**

The Ontario Film Review Board is an independent agency of the MCCR. The Board approves and classifies all films, including videos exhibited, sold or rented in Ontario. The Ontario Film Review Board's mission statement is to reflect the communities of Ontario, by striving to reach consensus in the classification of films and videos, and to assist the public in making informed viewing choices.

## **General Classes or Types of Records**

Advertising  
Minutes of Board/Policy Committee meetings  
Summary Reports

## **Ontario Racing Commission**

The Ontario Racing Commission (ORC) administers the Racing Commission Act, which involves supervision and control of thoroughbred, standardbred and quarter horse racing in Ontario. The ORC licenses all racetrack operators, teletheatre locations and all racing participants. Licences may be obtained by contacting the ORC office at any operating Ontario racetrack. The commission holds public hearings on all applications for race dates, as well as appeals of rulings issued by commission judges and stewards officiating at the races. It also administers

the Race Tracks Tax Sharing Arrangement, a program that provides purse supplements to the racing industry for both thoroughbred and standardbred horses, breeding incentive programs (the Ontario Sires Stakes) and funds for equine research. The ORC can provide the dates on which tracks are operating, offer information on licensing requirements and deal with any inquiries on horse racing.

## **General Classes or Types of Records**

Commission Hearings and Meetings - Minutes  
Industry-Related Statistics

## **Manuals**

Field Operations Procedures

## **Personal Information Banks**

### Owners of Standardbred and Thoroughbred One-Year-Olds and Three-Year-Olds - Applications

Location: Ontario Racing Commission. Legal Authority: Racing Commission Act, R.S.O. 1980, c.R.2, s.10. Information Maintained: Name, address, criminal record, driver's licence, employment off track, fingerprints, hair and eye colour, height, language, marital status, nationality, next-of-kin, peculiarities, place and date of birth, sex, telephone number, weight. Uses: Issue licences; identification purposes. Users: Commission staff, authorized staff of the Canadian Trotting Association and Ontario Provincial Police. Individuals in Bank: Standardbred and thoroughbred owners whose involvement in the industry requires access to the backstretch area of race tracks, individuals working at the track as participants (grooms, trainers, drivers, jockeys, etc.) or mutuel employees. Retention and Disposal: Five years after file becomes inactive, then transferred to archives.

### Race Track Operators - Personal History Records and Licences

Location: Ontario Racing Commission. Legal Authority: Racing Commission Act, R.S.O. 1990, c.R.2. Information Maintained: Name, address, affiliation with other tracks, criminal record, date of birth, employment record, information concerning refusal of licences, maiden name, marital status, name and address of references, number and type of shares, number of votes, past and present racing business interests, past race licensing history. Uses: Monitor individuals controlling the operation of race tracks in Ontario. Users: Commission staff. Individuals in Bank: Applicants, general manager, officers, directors, members of the management or executive committee of the race track. Retention and Disposal: Up to 20 years, then transferred to archives.

## **Public Records**

### Bills of Sale - Registration (Registration Division) (Repealed Oct. 10, 1989)

Purpose: Register personal property bills of sale; no registration accepted since repeal. Legal Authority: Bills of Sale Act, R.S.O. 1990, c.B.18. Information Maintained: Name, address, description of property on bill of sale, financial



information.Retrievability: Names of parties involved.Retention and Disposal: Twenty years following initial or renewed registration, then destroyed.Access Procedures: Searches may be requested in person only at any one of 49 Personal Property Registration Branch offices until October 10, 1992. Fees payable. Refer to the KWIC Index for addresses.

Business Practices Act - Administrative Actions (Business Practices Division)

Purpose: Record administrative actions taken under the Act.Legal Authority: Business Practices Act, R.S.O. 1980, B.18, s.5.Information Maintained: Names and addresses of individuals involved in proposals, Assurances of Voluntary Compliance, director's Cease and Desist Orders.Retrievability: Company's/ individual's name.Retention and Disposal: Not determined.Access Procedures: Searches may be requested in person only by contacting the Ministry of Consumer and Commercial Relations Library, Main Floor, 555 Yonge Street, Toronto, Ontario, M7A 2H6, telephone: (416) 326-8555; or the Director, Consumer Services Branch, 2nd Floor, 555 Yonge Street, Toronto, Ontario, M7A 2H6, telephone: (416) 326-8606.

Companies Data Base (Registration Division)

Purpose: Record basic information concerning business entities carrying on business in Ontario.Legal Authority: Business Corporations Act, R.S.O. 1990, c.B.16; Corporations Information Act, R.S.O. 1990, c.C.39; Limited Partnerships Act, R.S.O. c.L.16; Partnerships Act, R.S.O. 1990, c.P.5; Partnerships Registration Act, R.S.O. 1980, c.371, repealed May 1/91; Extra-Provincial Corporations Act R.S.O. 1990, c.E.27; Corporations Act, R.S.O. 1990, c.C.38; Business Names Act, R.S.O. 1990, c.B.17.Information Maintained: Names, Active and inactive corporations, business and home addresses of individuals, business purpose, corporate registrations of business names or style, current and former office addresses, names and residential addresses of current and former directors and of, partnerships, sole proprietorships.Retrievability: Corporate records - exact name of record, corporation number; sole proprietorships, partnerships and business names or styles - exact name of business entity.Retention and Disposal: Corporate records - not determined; sole proprietorships, partnerships and business names or styles - five years following expiry or withdrawal of registration, then transferred to archives.Access Procedures: Searches which produce copies of documents, certified copies of documents and certificates of status are provided on a fee-for-service basis. Searches may be carried out over-the-counter in the public office of the Companies Branch, Ministry of Consumer and Commercial Relations, 2nd Floor, 393 University Avenue, Toronto, Ontario, M7A 2H6. Mailed requests for data, certificates or information from corporate records should be addressed to Manager, Information Services, Companies Branch, Ministry of Consumer and Commercial Relations, 2nd Floor, 393 University Avenue, Toronto, Ontario, M7A 2H6, telephone: (416) 596-3736. Mailed requests for copies of sole proprietorships, partnerships or business name or style registrations should be addressed to Registrar of Partnerships, Companies Branch, Ministry of Consumer and

Commercial Relations, 2nd Floor, 393 University Avenue, Toronto, Ontario, M7A 2H6, telephone: (416) 596-3739.

Land Registration System (Registration Division)

Purpose: Register land transactions in Ontario.Legal Authority: Land Titles Act, R.S.O. 1990, c.L.5 as amended S.O. 1991, c.9; Registry Act, R.S.O. 1990, c.R.20; Certification of Titles Act, R.S.O. 1990, c.C.6; Boundaries Act, R.S.O. 1990, c.B.10; Condominium Act, R.S.O. 1990, c.C. 26, s.5; Land Registration Reform Act, R.S.O. 1990, c.L.4, s.8.Information Maintained: Transferor's and spouse's name, address for service, assessment roll number, chargee's name, chargor's and spouse's name, consideration, financial particulars, legal description of property, municipal property address, other parties' names and addresses for service, property identifiers, registration date and number, solicitors, transferee's name, type of discharge.Retrievability: Lot, plan or concession number, parcel number, property identification number (PIN).Retention and Disposal: Not determined.Access Procedures: Searches may be requested in person only at any one of 65 Land Registry offices. Fees payable. Refer to the KWIC Index for addresses.

Ontario Sires Stakes - Stallion Registrations (Ontario Racing Commission)

Purpose: Establish ownership of stallions in Ontario; ensure conditions of eligibility.Legal Authority: Racing Commission Act, R.S.O. 1990, c.R.2, s.10.Information Maintained: Name, address, telephone number of stallion's owner.Retrievability: Name of horse, owner.Retention and Disposal: Five years, then transferred to archives.Access Procedures: Searches may be requested in person or by mail by contacting Secretary-Treasurer, Ontario Racing Commission, Ministry of Consumer and Commercial Relations, 180 Dundas Street West, Toronto, Ontario, M5G 1Z8, telephone: (416) 963-0520. No fees payable.

Personal Property Security Registration System (Registration Division)

Purpose: Register security interests and liens in personal property in Ontario.Legal Authority: Personal Property Security Act, R.S.O. 1990 c.P.10 as amended, S.O. 1991, c.44; Corporation Securities Registration Act, R.S.O. repealed Oct 10/89; Repair and Storage Liens Act, R.S.O. 1990, c.R.25.Information Maintained: Name, address, amendment and discharge particulars, classification/description, collateral, date of birth, registration number, secured party or lien holder and registering agent, sex of debtor.Retrievability: Name of person or body creating security interest or responsible for lien payment (debtor), motor vehicle serial number.Retention and Disposal: Not determined.Access Procedures: Searches may be requested in person or by mail by contacting any one of the 49 Personal Property Registration offices. Telephone enquiries may also be made by users with deposit accounts. Refer to the blue pages of the local telephone directory for addresses.



Public Meetings and Hearings - Attendance (Liquor Licence Board of Ontario)

Purpose: Record attendance regarding applications for licence or licensed establishments. Legal Authority: Liquor Licence Act, R.S.O. 1990, c.L.19. Information Maintained: Name, address. Retrievability: Licence number, individuals'/establishment's name. Retention and Disposal: Not determined. Access Procedures: Searches may be requested in person, by mail or telephone by contacting Solicitor, Legal Services Branch, Liquor Licence Board of Ontario, 55 Lakeshore Boulevard East, Toronto, Ontario, M5E 1A4, telephone: (416) 326-0631.

# **CRIMINAL CODE REVIEW BOARD**

## **Head**

Chair of the Criminal Code Review Board  
Suite 2306, 700 Bay Street  
Toronto, Ontario  
M5G 1Z6  
(416) 327-8866

## **Access**

Legal Counsel  
Suite 2306, 700 Bay Street  
Toronto, Ontario  
M5G 1Z6  
(416) 327-8866

A public reading room for the review of manuals and other information is open during regular office hours on the first floor at 15 Overlea Boulevard, Toronto.

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The board reviews the status of each accused who has been found to be not criminally responsible on account of a mental disorder, or unfit to stand trial for criminal offences.

## **Personal Information Banks**

Criminal Code Review Board

Location: Criminal Code Review Board. Legal Authority: Criminal Code of Canada, R.S.C. 1985, c. C.46. Information Maintained: Name, address, disposition information and related documents, dispositions and reasons for disposition. Uses: Conduct reviews. Users: Chair, staff, board members for hearings (disposition information), parties to hearings (disposition information), others with consent of the accused. Individuals in Bank: Individuals accused under the jurisdiction of the Ontario Criminal Code Review Board. Retention and Disposal: Not determined.

# MINISTRY OF CULTURE, TOURISM AND RECREATION

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## Head

Minister of Culture, Tourism and Recreation  
6th Floor, 77 Bloor Street West  
Toronto, Ontario  
M7A 2R9  
(416) 325-6200

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Culture, Tourism and Recreation  
12th Floor, 77 Bloor Street West  
Toronto, Ontario  
M7A 2R9  
(416) 314-7718

## Access for the Ontario Film Development Corporation

Freedom of Information and Privacy Coordinator  
Ontario Film Development Corporation  
175 Bloor Street East  
Suite 300, North Tower  
Toronto, Ontario  
M4W 3R8  
(416) 314-6858

## Access for the Ontario Science Centre

Freedom of Information and Privacy Coordinator  
Ontario Science Centre  
770 Don Mills Road  
Don Mills, Ontario  
M3C 1T3  
(416) 429-4100

Arrangements can be made by calling the Freedom of Information Coordinator at the above telephone number.

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The Ministry of Culture, Tourism and Recreation was established in 1993 following a reorganization of the former ministries of Culture and Communications, and Tourism and Recreation.

It formulates policies and delivers programs and services to help strengthen Ontario's culture, tourism, recreation, information and heritage sectors, and to improve access of all Ontarians to these experiences.

Activities include conducting promotions and marketing within and outside the province; assisting culture, tourist and recreation

facilities operators; maintaining government-sponsored attractions and agencies; and providing culture, tourism and recreation, sports and fitness resources to municipalities and provincial organizations.

A network of field offices assists in the delivery of the ministry's programs, resources and services across the province.

## Deputy Minister's Office

### Corporate Affairs Branch

Corporate Affairs communicates the ministry's policies and programs to the general public and culture, tourism and recreation clients. The branch advises the Minister, Deputy Minister, senior management and program staff on corporate communications. It is responsible for corporate, culture and recreation marketing, media relations, and the production of statements, speeches, news releases and corporate publications.

The branch is also responsible for developing and directing strategic planning, policy and issue management coordination, as well as developing and managing evaluation services for ongoing assessment of ministry programs. It provides leadership, expertise and advice to the Minister, Deputy Minister and senior management, on government and ministry priorities and developments.

### General Classes or Types of Records

Cabinet Committee Documents  
Cabinet Submissions and Related Briefing Notes  
Inter/Intraminsty Correspondence  
Municipal/Provincial/Federal Government Reports on Various Issues  
Research and Environmental Scanning Reports

## Corporate Services and Organizational Planning Division

The division provides a wide range of financial, management and administrative services to the Ministry of Culture, Tourism and Recreation as well as the Ministry of Citizenship. Services provided include audit and evaluation, legal, human resources, financial planning and accounts payable, and information technology. The division is also responsible for French language services, employment equity, organizational planning and ministry relocation for the Ministry of Culture, Tourism and Recreation only.

### Audit and Evaluation Branch

The Audit and Evaluation Branch carries out independent reviews and appraisals of all ministry activities, and reports to



management on the adequacy of internal financial and management controls.

### **General Classes or Types of Records**

Audit and Efficiency Records.

### **Budget Planning and Analysis Unit**

The Budget Planning and Analysis Unit supports the program managers and agencies of the Ministry of Culture, Tourism and Recreation and the Ministry of Citizenship in budget preparation and financial analysis. The unit is responsible for coordinating the allocation process, reporting financial conditions to senior management and acts as the ministry liaison with Treasury and Management Board.

### **General Classes or Types of Records**

Estimates and Budget Records.

### **Employment Equity**

The Employment Equity Office is responsible for the development and the coordination of the strategic aspects of equity, such as program design, monitoring and evaluation processes. The office provides close support to the Human Resources Branch on the integration of employment equity principles into human resources management, and equity aspects of strategies for renewal planning.

### **Common Records**

Employment Equity Program

Workplace Discrimination and Harassment Prevention Program

### **General Classes or Types of Records**

Workplace Discrimination and Harassment Prevention Procedures

Workplace Discrimination and Harassment Prevention Training Materials

### **Financial and Administrative Services Branch**

The Financial and Administrative Services Branch provides the Ministry of Culture, Tourism and Recreation and the Ministry of Citizenship with accounting and administrative support services.

The Financial Services Section performs the coordination and processing of all financial transactions and relevant statistical data for the ministries' program areas and designated agencies. The section is responsible for developing and maintaining effective reporting procedures in order to support program managers.

The Administrative Services Section provides facilities management, purchasing and assets, forms and records management, administrative and corporate manual coordination

and Freedom of Information and Privacy Protection activities. Office services include surplus assets, printing, mail, courier, distribution and vehicles management.

### **Common Records**

Identity/Employee Card

Parking Records

Travel/Expense Accounts

### **General Classes or Types of Records**

Administrative Procedures

Agendas and Minutes of Meetings

General Inquiry Files

Mail and Messenger Service Records

Property Management, Building and Accommodation Services Records

Records Management Files

Statistical Records

Travel and Transportation Records

### **Manuals**

Manual of Administration

### **Freedom of Information and Privacy Office**

The Freedom of Information and Privacy Office (FIPP) administers the Freedom of Information and Protection of Privacy Act within the Ministry of Culture, Tourism and Recreation, the Ministry of Citizenship and their Schedule I Agencies.

Assistance to the public or government employees in locating certain records or processing requests is available from either the FIPP Office or the ministry's FIPP Reading Room, located in the Resource Centre on the 9th Floor, 77 Bloor St. W., Toronto.

To identify information and records held by the institution, both locations provide FIPP brochures and request forms, the Directory of Records, the ministry's FIPP Annual Report to the Commissioner, and administration and operational ministry manuals.

### **Common Records**

Freedom of Information and Protection of Privacy Act Requests

### **General Classes or Types of Records**

Administrative Policy and Procedures

Correspondence Files

Statistical Data

Surveys, Studies and Reports

Training Files

## French Language Services

This office coordinates the implementation of the government's French Language Services Act, 1986, within the Ministry of Culture, Tourism and Recreation and its agencies.

The office serves as a link between the francophone community and the ministry, and advises the ministry on ways to meet the needs of Ontario's francophone population.

### General Classes or Types of Records

Correspondence and Handling Procedures on Complaints  
Designated Position Records  
French Language Service Implementation Plans and Strategies  
Human Resources Training Records  
Information Session Records  
Reference Materials  
Translation Records

## Human Resources Branch

The Human Resources Branch performs personnel functions for the Ministry of Culture, Tourism and Recreation and the Ministry of Citizenship, working mainly in an advisory capacity with line managers. The branch is responsible for human resource policies and procedures, redeployment, occupational health and safety, establishment of employee classification and compensation levels, staff recruitment, human resource planning, training and development, employee counselling, investigation of employee grievances and all matters affecting working conditions and performance. The branch also maintains the personnel, payroll and employee benefit records.

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Grievances and Applications  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Performance Management  
Workers' Compensation

### General Classes or Types of Records

Human Resources Allocation Records  
Human Resources Management Records  
Job Specifications  
Organization Charts  
Pension, Benefits and Insurance

## Information Technology Branch

The branch is responsible for the effective planning and implementation of information technology to meet the business requirements of the ministry. Activities and services provided to the ministry include strategic systems and technology planning involving the development and periodic review of plans for the automation of ministry activities, client consultation to identify opportunities where technology will assist client business activities, technical support and education to ensure the ongoing and effective use of technology, and systems development and integrated office systems involving the provision and maintenance of corporate information systems, particularly automated office systems.

### General Classes or Types of Records

Data Systems Development and Management Records

## Legal Services Branch

The branch provides legal services such as advice, opinions and handling of legal transactions for the Ministry of Culture, Tourism and Recreation and the Ministry of Citizenship and some of their agencies. It counsels the ministries, interprets statutes and regulations, and prepares and reviews proposed legislation, regulations and other legal documents.

### Common Records

Litigation Files

### General Classes or Types of Records

Contracts and Agreements  
Correspondence Files  
Research and Opinion Records  
Statutes and Regulations Records

### Personal Information Banks

#### Conflict of Interest Files

Location: Legal Services Branch. Legal Authority: O.Reg. 977/90, s.15 under the Public Service Act, R.S.O. 1990, c.P.47. Information Maintained: Employee name, potential conflict details. Uses: Allow Legal Services Branch to advise the Deputy Minister of a possible conflict of interest situation. Users: Legal Services Branch, Deputy Minister. Individuals in Bank: Employees and others who may be involved in a conflict situation. Retention and Disposal: Not determined.

## Niagara Falls Relocation Project

The Niagara Falls Relocation Project provides leadership and direction to the ministry regarding all aspects of the relocation of its head office from Toronto to Niagara Falls.

### General Classes or Types of Records

Community Liaison Resource Materials  
General Administration Files on Relocation Program

Program Management and Financial Information Files  
Redeployment Resource Materials  
Relocation Resource Materials

### Personal Information Banks

#### Surplus/Redeployment Employee Files

Location: Niagara Falls Relocation Project. Legal Authority: Public Service Act, R.S.O. 1990. Information Maintained: Employee name, goals, training plan, portfolio/resume, surplus letter. Uses: Assist surplus employees make career decisions and aid placement in positions. Users: Redeployment staff and Human Resources Consultants. Individuals in Bank: Ministry staff declared surplus. Retention and Disposal: Thirty months.

### Organizational Planning Branch

The Organizational Planning Branch is responsible for guiding and assisting the ministry, its managers and staff in defining their changing roles within government; promoting and fostering a culture of innovation, effectiveness and efficiency that will help the ministry direct its limited resources toward what is important and critical.

## Culture Division

The division is responsible for the development of policies and the operation of programs related to arts support, heritage conservation, program and financial liaison with the ministry's cultural agencies, and policy and program development with cultural industries.

### Cultural Liaison Branch/Book Publishing Program

The Cultural Liaison Branch is composed of two sections: the Cultural Agencies Section and the Ontario Publishing Centre.

The Cultural Agencies Section is responsible for fiscal, policy and program liaison with 11 cultural agencies and institutions of the ministry.

The Ontario Book Publishers Assistance Program is administered jointly by the Ontario Development Corporation and the Cultural Liaison Branch, and is designed to encourage and promote the entrepreneurial potential of the Ontario-based book publishing companies through a program of loan guarantees and interest subsidies.

The Ontario Publishing Strategy - Ontario Publishing Centre supports the business needs of the book and magazine publishing industry in Ontario by providing project grants to qualified publishers for promotion, sales and marketing, preproduction, technology and other business investment grants.

The Trade Organizations Program provides operating grants to three cultural industry trade organizations to assist them with ongoing membership programs.

### General Classes or Types of Records

Book Publishers' Assistance Program  
Book Publishing Development Centre  
Canada-Ontario Cultural Development Program  
International Relations  
Ontario-Quebec Commission for Cooperation  
Outreach Ontario  
Overseas Operations  
Trade Organizations

### Cultural Programs Branch

The Cultural Programs Branch is composed of four units with responsibilities for different cultural programs.

Museums and Heritage Organization Programs (416) 314-7156 provides specialized advisory services and funding assistance to a wide range of heritage groups in Ontario, including local museums, historical societies and heritage organizations, provincial heritage organizations and the Multicultural History Society of Ontario.

Heritage Properties Programs (416) 314-7137 advises other provincial ministries, municipalities, Local Architectural Conservation Advisory Committees (LACACs), heritage organizations and the private sector on heritage conservation and planning, and provides technical assistance and advice on architectural conservation practices and techniques. The unit also administers the ministry's Preserving Ontario's Architecture Program, the Ontario Heritage Bridge Program and the Canadian Register of Heritage Properties (Ontario). In addition, this unit maintains a register of properties designated under the Ontario Heritage Act and administers the Conservation Review Board.

Archaeology and Heritage Planning (416) 314-7148 performs regulatory and educational functions related to archaeological and cultural resource management. These functions are outlined in the Ontario Heritage Act, the Planning Act and the Environmental Assessment Act. The unit administers the archaeological licensing program, maintains a database of the 1,000 known archaeological sites in Ontario and reviews projects going through the environmental assessment and planning processes. Through four regional archaeology offices, the unit assists communities and groups in identifying, conserving and managing marine- and land-based archaeological resources, and provides technical assistance to projects that encourage education and training in archaeological research and resource conservation.



Arts and Cultural Industries Support provides program and consultative services on a domestic and international basis. It offers operating-grant support for eligible arts and cultural industry service organizations and project-based support for the broader cultural sector through programs that assist in market development initiatives and cultural exchanges between Ontario and Quebec, and between Ontario and targeted regions abroad. Other responsibilities include policy liaison, intergovernmental relations and program development--implementation and monitoring. The Arts Abroad Program provides grants to cultural organizations involved in international cultural initiatives such as trade fairs, touring and promotion. A variety of projects between Ontario and Quebec are funded by the cultural exchange program of the Ontario-Quebec Commission for Cooperation. Per diem support is also available to foreign journalists and programmers visiting Ontario to view Ontario's cultural programming and resources, and travel subsidies are available to individual artists. Marketing support is provided to the sound recording sector.

### General Classes or Types of Records

Arts Abroad  
Capital Grants Programs  
Community Museum Operating Grants  
Cultural Exchange Program  
Cultural Support Programs - Art Service Organizations,  
National Education of Schools (applications and related materials)  
Cultural/Community Facilities Improvement Program

### Personal Information Banks

#### Archaeological Licences

Location: Cultural Programs Branch. Legal Authority: Ontario Heritage Act, R.S.O. 1990, c.O.18. Information Maintained: Name, address, telephone number, financial arrangements, project description. Uses: Evaluate and assess applications. Users: Branch/Ontario Heritage Foundation staff, and History and Archaeology Committee. Individuals in Bank: Individuals applying to conduct archaeology in Ontario. Retention and Disposal: Ten years then transferred to archives.

### Heritage, Arts and Cultural Industries Policy Branch

The Heritage, Arts and Cultural Industries Policy Branch strives to enhance the social and economic well-being of Ontarians by advancing policies that promote the cultural vitality of Ontario, ensuring that cultural implications are fully considered in all policies and programs across the Ontario Government, and providing sectoral policy leadership for heritage, arts and cultural industries. It accomplishes these by focusing on the following key objectives: fostering the development of cultural policies and strategies, promoting broadened participation in cultural development, building the knowledge and partnerships

to support cultural development, communicating the importance and benefits of culture and cultural development to the social and economic well-being of Ontario and evaluating the effectiveness and efficiency of cultural policies and strategies in Ontario.

The branch is organized into the following two groups:

Policy Coordination and Planning Group is responsible for policy advice and analysis, issues management, general information management, freedom of information, communication, liaison with clients, and strategic and operation planning relating to Ontario's heritage, arts and cultural industries.

Policy and Program Development Group is responsible for medium- to long-term policy development, program development, program evaluation and monitoring of the branch's operational environment. As part of its responsibility, the group is currently undertaking two strategic projects. Cultural Industries Strategy Project is an industry-led process in partnership with government to develop recommendations on a cultural industries strategy for Ontario. Cultural industries include film, publishing, music and commercial theatre. Heritage Legislation Project is the development of new heritage legislation and associated regulations for Ontario.

The branch administers the Ontario Heritage Act. The Act is currently undergoing review.

### General Classes or Types of Records

Cultural Industries Sector Strategy - Reports and Consultation Material  
Heritage Legislation Project  
Ontario Heritage Policy Review  
Ontario Historical Studies Series (research, background and operations files)

### Libraries and Community Information Branch

The branch ensures Ontario government leadership to public libraries and community information centres to develop accessible, equitable and empowering information and library services for the people of Ontario.

External clients of the branch include:

- \* Trustees and staff of 400+ library boards in Ontario
- \* Boards and staff of 75 community information centres
- \* Library and community information centre organizations
- \* Associated municipal, provincial and federal government ministries

- \* Library and information technology private sector companies
- \* Publishing and writing organizations.

The branch has two units:

The Planning and Operations Unit plans and implements programs and services for public libraries, community information centres, the Ontario Library Service and provincial library organizations. Programs include per household operating grants to public libraries, the Trillium Book Award/Prix Trillium, and operating and special grants to the Ontario Library Association. The unit maintains liaison with the Ontario Library Service and administers their transfer payments. The unit monitors and develops positions regarding policy and regulatory issues affecting public library and information services.

The Telematics and New Media Unit provides a range of advisory services in the use of technology and telecommunications to facilitate the development of the Provincial Information Grid for Ontario public libraries, community information centres and First Nations libraries. The unit participates in strategic planning with stakeholders for the integration of technologies, including feasibility studies, evaluation, and consultative and financial services in networking and technology applications. The unit supports the development of the Information Network for Ontario and is responsible for developing policies and programs for provincial resource sharing.

The branch provides financial, consultative and coordinating services:

- \* The branch assists public libraries and community information centres to understand the Public Libraries Act, regulation and related legislation, and conducts research on new or revised legislation and regulations.
- \* To support the government's commitment to library and information service, the branch administers more than \$45,000,000 in grants for libraries and community information centres, as well as special projects and programs to support innovation and development.
- \* To ensure improvement in library and information service throughout the province, the branch does policy development, program evaluation and long-range planning with our partners and stakeholders.
- \* To provide leadership in developing the information highway, the branch coordinates and supports network development that ensures equitable access to library and community information service.

\* To ensure provincial forums for planning and information exchange, the branch provides coordination and liaison support for the library and information community.

\* To ensure that libraries and community information centres provide the best service for their communities, the branch sponsors programs for education and skills upgrading for board and staff members.

\* To provide direction to the Ontario Library Service, the branch provides funding and budget coordination and directs planning and evaluation.

\* To celebrate outstanding achievement in library service and writing, the branch administers the Minister's annual Public Library Service Awards and the Trillium Book Award.

The Ontario Library Service (OLS) consists of two agencies of the Ontario Ministry of Culture, Tourism and Recreation. The mandate of the Ontario Library Service - North and the Southern Ontario Library Service is to increase cooperation among public libraries and facilitate the development of local services. OLS services include:

\* Resource-sharing networks and services including interlibrary loan services, coordinated telecommunications services, planning and coordination services, multi-cultural and special format materials, materials delivery, cooperative collection development, advocacy, provincial information grid, development and coordination of INFO (Information Network for Ontario) including the CD-ROM catalogue development.

\* Library development: consultation and technical assistance (especially telecommunications and automation), First Nations library services to 42 native libraries on reserves, planning, information and research services to libraries, development of regional clusters of libraries.

\* Training: trustee development, workshops and seminars; EXCEL training program; OMMI (Ontario Municipal Management Institute) program; workshops such as customer service, FOIPA and pay equity.

\* Direct Services (in the North only): supplementary materials; acquisition, organization and maintenance of the Northern Ontario Catalogue; technical services support.

#### **General Classes or Types of Records**

Annual Surveys of Public Libraries

Community Information Services

Community Information Services Operating Grant and Project Grant Program

Contracts for Library Services

First Nations Library Services

Legislated and Special Grants



Library Automation  
Library Project Grants  
Municipal Library Bylaws and First Nations Library Resolutions  
Ontario Library Service  
Public Libraries Act  
Public Library Services

**Manuals**  
Active Aging

## Planning and Operations Unit

The Planning and Operations Unit plans and implements programs and services for public libraries, community information centres, the Ontario Library Service and provincial library organizations. Programs include per household operating grants to public libraries, the Trillium Book Award/Prix Trillium, and operating and special grants to the Ontario Library Association. The unit maintains liaison with the Ontario Library Service and administers their transfer payments. The unit monitors and develops positions regarding policy and regulatory issues affecting public library and information services.

## Telematics and New Media Unit

The Telematics and New Media Unit provides a range of advisory services in the use of technology and telecommunications to facilitate the development of the Provincial Information Grid for Ontario public libraries, community information centres and First Nations libraries. The unit participates in strategic planning with stakeholders for the integration of technologies, including feasibility studies, evaluation and consultative and financial services in networking and technology applications. The unit supports the development of the Information Network for Ontario and is responsible for developing policies and programs for provincial resource sharing.

## Planning Evaluation and Grants Administration Unit

The Planning Evaluation and Grants Administration Unit is responsible for the delivery of the following programs: Community Information Services, Cultural Facilities Improvement Program (CFIP), Library Project Grants and Per Household Grants, which provides the annual operating funds to public libraries.

The Community Information Services program provides operating grants to eligible community information centres (CICs).

The Cultural Facilities Improvement Program (CFIP) is a capital funding program enabling communities to develop facilities for the delivery of efficient public library and community information services.

Library Project Grants support library boards and First Nation libraries in the delivery of special library programs.

## Public Library Service/Ontario Library Service Unit

The Public Library Service/Ontario Library Service Unit administers the Public Libraries Act, 1984. This unit provides assistance to library boards, municipalities and to First Nations libraries in the establishment, organization and management of county libraries, public libraries and Ontario Library Services (OLS) areas. It also supports library boards in the development and delivery of French-language and native services. The Trillium Book Award/Prix Trillium and the Innovation Librarianship Awards are administered by this unit. It also encourages library use throughout Ontario, develops and analyzes policy proposals with reference to library operations and their funding, and develops and implements policy decisions.

The unit is also responsible for coordinating the work of the Northern Ontario Library Service and the Southern Ontario Library Service, which are two ministerial agencies that deliver programs and services to public libraries on behalf of the ministry. The OLS supports library boards in the development of services and resources in the following areas: children, youth, seniors, trustee development, literacy and in-service to persons with disabilities.

## Recreation Division

The division ensures that appropriate services, programs and facilities for recreation, sports and fitness are accessible to all residents of the province; supports community leisure service agencies, sport and fitness organizations servicing elite and recreational athletes, research activities, and leadership training; monitors recreation policy development; and coordinates policy items and issues. In addition, the division is responsible for the operation of historical attractions at Thunder Bay, Midland and Penetanguishene. Old Fort William in Thunder Bay is a reconstruction of the original fur trade establishment that was operated by the North West Company from 1803 to 1821. Huronia Historical Parks in Midland is a reconstruction of the 17th century Jesuit mission to the Huron People. The Huronia Naval and Military Establishments in Penetanguishene, a period military garrison, is the only reconstruction of a 19th century British naval dockyard in North America. The division is also responsible for liaison with the St. Lawrence Parks Commission and the St. Clair Parkway Commission, Trillium Foundation, Ontario Lottery Corporation and Thunder Bay Ski Jumps Ltd.

### General Classes or Types of Records

Administrative and Financial Records  
Historical Records Including Inventory of Movable Assets



Planning, Policy and Program Development Records  
Program Management and Delivery Records

**Manuals**

Employment Equity Manuals  
Human Resources Directives and Guidelines  
Internal Corporate Manual of Administration  
Management Board of Cabinet Directives and Guidelines  
Program Directory Manuals  
Seasonal Employment Reference Manual  
Treasury Board Manual

**Agency Liaison Unit**

The Agency Liaison Unit is responsible for strengthening the partnership between the ministry and provincially operated agencies and attractions.

**General Classes or Types of Records**

General Administration/Liaison Files

**Recreation Policy Branch**

Recreation Policy Branch works with other parts of the Recreation Division, the ministry and other ministries in facilitating and furthering the government's economic and social and land use objectives related to sports, fitness and recreation activities.

The branch provides policy advice and develops policies, strategies and programs in relation to the province's recreation sector with regard to provincially significant recreation issues.

**General Classes or Types of Records**

Land Use  
Liaison - Sports, Fitness and Recreation Clients  
Recreation Research  
Sport Research  
Workshops and Conferences

**Manuals**

Employee Equity Manuals  
Internal Corporate Manual of Administration  
Management Board of Cabinet Directives and Guidelines  
Management Board of Cabinet HR Directives and Guidelines  
Program Directory Manuals  
Seasonal Employment Reference Manual  
Treasury Board Manual

**Recreation Programs Branch**

The branch, through development, management and delivery of programs, promotes participation in sports, active living and recreation activities. The Sport Section (416) 314-7676 provides consulting services and financial support to provincial sport organizations and the Ontario Sports Centre in order to support the delivery of high-quality services to a broad range of

participants. It also delivers provincial awards programs that recognize outstanding achievement and volunteer contributions in sport, fitness and recreation. The Provincial Programs Section (416) 314-7687 is responsible for athlete development programs including financial assistance to high performance athletes. The section manages the development and delivery of the Ontario Games (Summer and Winter), Ontario Games for the Disabled, the Ontario Senior Games and coordinates development of the Ontario Team at the Canada Games. It develops and delivers provincial leadership development programs to increase the skills of coaches and leaders in amateur sport, fitness and in recreation. It also assists organizations and program/facility managers to develop safety and risk management programs, and develops and undertakes other initiatives designed to create a safer environment for participation. Recreation and Active Living Section (416) 314-7693 provides consulting services and financial support to provincial recreation and fitness organizations, develops and delivers provincial active living provincial initiatives to encourage greater participation in physical and recreation activities. The Bark Lake Leadership Centre, Irondale (1-800-668-6638), provides leadership training programs designed to improve community, outdoor, leisure and environmental leadership base in Ontario. The Ontario Sports Centre (416) 495-4000 is a private organization that provides administrative services for provincial sport organizations, the Sport Services Unit (416) 495-4317 and provincial recreation organizations (416) 495-4088. The centre is funded by this ministry. Information on all the above services is also available from this ministry's field offices.

**General Classes or Types of Records**

Camping and Outdoor Education  
Corps d'Elite - Recreation Volunteers  
Facility Safety - Operation/Maintenance  
Fitness Services  
Grants - Sports Organizations, Active Living, and Physical Recreation Agencies  
Liaison - Sports, Active Living and Recreation Clients  
Marketing and Promotion Records  
Recreation Services  
Specialized Recreation Programs  
Sports Awards Program - Sports/Corporate/Municipal/Active Living Volunteers  
Sports, Recreation and Active Living Correspondence  
Workshops and Conferences

**Manuals**

Employment Equity Manuals  
Financial Assistance Guidelines  
Internal Corporate Manual of Administration  
Management Board of Cabinet Directives and Guidelines  
Management Board of Cabinet Human Resources Directives and Guidelines  
Program Directory Manuals  
Seasonal Employment Reference Manual

Sports Awards Criteria  
Treasury Board Manual

## Personal Information Banks

### Camping and Outdoor Education Programs

Location: Recreation Programs Branch. Legal Authority: Ministry of Tourism and Recreation Act, R.S.O. 1990, c.M.35, s.4. Information Maintained: Name, address, name(s) of sponsor(s), sponsor(s) evaluations. Uses: Document decisions on applications and evaluations of campers and instructors; provide sponsors with evaluations. Users: Division staff, sponsors (evaluations only). Individuals in Bank: Campers, instructors, applicants for and participants in the Ontario Camp Leadership Centre, Bark Lake. Retention and Disposal: Five years, then transferred to archives. (TR-83-26).

### Corps d'Elite Ontario Awards - Nominees and Recipients

Location: Recreation Programs Branch. Legal Authority: Ministry of Tourism and Recreation Act R.S.O. 1990, c.M.35, s.4. Information Maintained: Name, achievements, address, letters of support, record of service. Uses: Determine and identify award recipients. Users: Program staff. Individuals in Bank: Volunteers and professionals in the recreation field. Retention and Disposal: Five years, then transferred to archives. (TR-83-22).

### Provincial Programs - Correspondence

Location: Recreation Programs Branch. Legal Authority: Ministry of Tourism and Recreation Act, R.S.O. 1990, c.M.35, s.4. Information Maintained: Name, address, competition record, financial or technical assistance required. Uses: Document progress and results, record assistance requests, action taken, and follow-up. Users: Selected division staff. Individuals in Bank: Elite athletes (carded and uncarded), participants in coaching development programs, skills development and fitness leadership programs. Retention and Disposal: Five years, then transferred to archives. (TR-83-20).

### The Sports - Correspondence

Location: Recreation Programs Branch. Legal Authority: Ministry of Tourism and Recreation Act, R.S.O. 1990, c.M.35, s.4. Information Maintained: Name, address, competition record, corporate affiliation, financial or technical assistance received, volunteer record. Uses: Document progress and results; record assistance requests, action taken, and follow-up. Users: Selected division staff. Individuals in Bank: Recipients and nominees for sports awards, corporate awards, municipal awards, sport and fitness volunteer awards. Retention and Disposal: Five years, then transferred to archives. (TR-83-22).

## Public Records

### Provincial Sport Organizations

Purpose: Provides consulting services and funding for organizational development, technical and operational purposes. Legal Authority: Ministry of Tourism and Recreation Act, R.S.O. 1990, c.M.35, s.4. Information Maintained:

Organizational names, organizational funding, organizational staff. Retrievability: Name of Organization. Retention and Disposal: Seven years, then transferred to archives. (TR-83-21). Access Procedures: Requests through 701.

## Tourism Division

The division assists the tourist industry in developing facilities and services for Ontario residents and visitors and in marketing tourism in Ontario, and acts as the government's advocate for tourism.

### Agency Liaison Unit

The Agency Liaison Unit is responsible for fiscal, policy and program liaison with the tourism agencies.

### Ontario Travel Information

Ontario Travel Information offers Ontario travel counselling and customizing trip planning to the public; supplies information and publications on tourist attractions, accommodations, campgrounds, parks (including hiking trails, canoe outfitters), events, festivals, exhibitions, hunting, fishing, boating and skiing; distributes road maps; and reports on up-to-date ski and winter road conditions, campground vacancies and areas where autumn scenery can be enjoyed.

Twenty-four hour seasonally recorded reports are available by calling (416) 314-0998 for alpine skiing, spring blossoms, campground vacancies and fall colours, or (416) 314-0960 for cross-country skiing. The branch operates 12 travel information centres year-round. Six seasonal travel centres are open from mid-May to Labour Day. The travel centres are listed below.

### Regional Services

The ministry's Regional Services provides development and consulting services to stimulate opportunities for employment and public involvement in the Ontario's culture, tourism and recreation fields. From offices located throughout the province, Regional Services staff provide information and consulting services to municipalities, regional community groups or organizations and tourism businesses and attractions.

Regional Services delivers the jobsOntario Community Action program to ministry clients. Based on priorities set by the communities themselves, the program aims for greater community involvement in the planning, design and realization of local economic development initiatives.

Regional Services administers the ministry's grants to groups and organizations for community cultural projects, heritage and historical programs, museums, public libraries, community information centres, the Youth Employment program and the Ontario Arts Council's Community Arts Development program.



Regional Services promotes the tourism industry by offering management and development consulting services to tourist operators and investors, delivering government financial assistance programs, advising and assisting municipalities to develop tourism strategies and programs, administering the Ontario Travel Association Program and issuing licences to tourist accommodation establishments not licensed by the Liquor Licence Board.

Regional Services provides professional consulting services to regional and community recreation clients to facilitate their programs and facilities. In addition to delivering the community recreation grant program, the network ensures access to information about ministry recreation, sports and fitness programs, and channels ministry resources to municipalities, community organizations and interest groups in Ontario.

For further information, contact the nearest ministry field office listed below.

**Common Records**

Board of Governors Membership  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Job Competitions and Applications  
Performance Management  
Professional Development  
Student Applications  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

**General Classes or Types of Records**

Destination East  
Destination North  
Eastern Ontario Federal-Provincial Subsidiary Agreement (eastern region)  
General Grant Programs  
Municipal Grants Under Regulation 797  
Northern Ontario Regional Economic Development  
Northern Ontario Rural Fund (formerly North/Ontario Rural Development Agreement)  
Tourist Establishments/General Administration.  
(research/studies/statistics)

**Manuals**

Consulting Guidelines for Community Recreation  
Grants Administration Procedures

**Personal Information Banks**

Tourist Establishments - Source Information (Culture, Tourism and Recreation Operations Division)

Location: Regional Services. Legal Authority: Ministry of Tourism and Recreation Act, R.S.O. 1990, c.M.35, s.4. Information Maintained: Name, address, fee schedule,

operating schedule, telephone number, type of establishment. Uses: Update publications; distribute literature and information on government programs. Users: General public using publications or making inquiries to the ministry. Individuals in Bank: Operators of tourist establishments providing information for publication. Retention and Disposal: Two years, then destroyed.

**Tourism Marketing and Customer Service Branch**

The branch promotes tourism and use of Ontario's facilities for sales meetings and conventions. Tourism marketing, geared to the travelling consumer and the travel trade, is conducted in domestic and international markets. Activities include the delivery of tourism advertising campaigns in Ontario's priority markets; preparation of tourism publications; programs to expand sales of Ontario tours, packages and facilities by travel agents and operators; travel counselling; special promotions; and public relations promotions. For conventions and sales meetings, call (416) 314-7570; for travel trade information, agents and operators can call (416) 314-7570 or toll-free 1-800-ONTARIO.

**General Classes or Types of Records**

Advertising Projects  
Customer Feedback Program  
International Travel Trade (Overseas) Promotion  
MOST Program  
North American Promotions  
Publications and Source Material  
Research Statistics  
Research Studies and Profiles  
Tourism Development and Improvement

**Personal Information Banks**

Tourist Establishments - Source Information (Tourism Division)

Location: Tourism Marketing and Customer Service Branch. Legal Authority: Ministry of Tourism and Recreation Act, R.S.O. 1990, c.M.35, s.4. Information Maintained: Name, address, fee schedule, operating schedule, telephone number, type of establishment. Uses: Update publications; distribute literature and information on government programs. Users: General public using publications or making inquiries to the ministry. Individuals in Bank: Operators of tourist establishments providing information for publication. Retention and Disposal: Two years, then destroyed.

Travel Inquiries and Source Material

Location: Tourism Marketing and Customer Service Branch. Legal Authority: Ministry of Tourism and Recreation Act, R.S.O. 1990, c.M.35, s.4. Information Maintained: Name, address, information and literature provided, method of contact, telephone number. Uses: Marketing, research and evaluation; publications; mailing lists. Users: Staff of Tourism Division. Individuals in Bank: Consumers contacting head office



for travel information or responding to direct mail and advertising campaigns. Retention and Disposal: Two years, then destroyed.

## Tourism Policy Branch

The branch develops tourism strategies, policies, position papers and programs, provides research and information (416) 314-7323 on tourism-related matters, and represents the ministry on strategic tourism issues (416) 314-7319. It monitors both domestic and international industry trends and recommends program initiatives and policy.

### General Classes or Types of Records

Assessment of Ontario's Tourist Industry  
Tourism Policy

## Agencies

### Advisory Committee On Sport, Fitness and Recreation Safety

The committee advises the Minister on current issues, trends and requirements in the development of safety programs and initiatives.

### General Classes or Types of Records

General Information on Committee and Members  
Minutes of Meetings  
Travel Claims

### Personal Information Banks

#### Advisory Committee on Sport Fitness and Recreation Safety - Committee Members

Location: Advisory Committee On Sport, Fitness and Recreation Safety. Legal Authority: Order-in-Council 1146/88. Information Maintained: Names, addresses. Uses: Maintain a record of committee membership. Users: Minister's office staff, Safety Leadership Office staff. Individuals in Bank: Appointed members. Retention and Disposal: Current information retained; outdated information sent to archives.

### Conservation Review Board

The Conservation Review Board holds hearings, at the request of a municipality, if owners object to municipal designation of property for historical or architectural conservation. The board reports its findings to the municipal council. Hearings are also held for appeals on the Minister's designation of archaeological or historic sites or on the Minister's refusal of archaeological licences.

### General Classes or Types of Records

Hearings on Objections to Designating of Properties

## Huronion Historical Advisory Council

Established in 1964, the Huronia Historical Advisory Council is a legislated 12-person board composed of Ontarians of different cultural and academic backgrounds, with a common interest in preserving cultural heritage as well as the development of tourism in the area. The council advises the Minister of Culture, Tourism and Recreation on policy matters, specifically on Sainte-Marie Among the Hurons, Midland and the Historic Naval and Military Establishments, Penetanguishene and generally on matters promoting history, culture and tourism of the area of Ontario known as "Old Huronia" - Defined as a region bound by Collingwood, Barrie, Orillia and Georgian Bay.

### General Classes or Types of Records

Correspondence  
General Information on the Council  
Minutes of Meetings  
Travel Claims

### Personal Information Banks

#### Huronion Historical Advisory Council

Location: Huronia Historical Advisory Council. Legal Authority: Ministry of Tourism and Recreation Act, R.S.O. 1990, c.M.35, s.4; Historical Parks Act, R.S.O. 1990, c.H.9, s.4 (which incorporates by reference parts of the Provincial Parks Act, R.S.O. 1990, c.P.34, s.7). Information Maintained: Curriculum vitae. Uses: Maintain a record of council membership; appoint new members. Users: Premier's Office, Executive Secretary of the Council. Individuals in Bank: Appointed members past and present. Retention and Disposal: Not determined.

### Old Fort William Advisory Committee

The Old Fort William Advisory Committee is a 10-person board that advises the Minister of Culture, Tourism and Recreation on general policy concerning the Fort's capital development and program expansion. The committee also works to build community awareness and understanding of Ontario's fur trade heritage.

### General Classes or Types of Records

Administrative/Operational

### Personal Information Banks

#### Old Fort William Advisory Committee Members

Location: Old Fort William Advisory Committee. Legal Authority: Ministry of Tourism and Recreation Act, R.S.O. 1990, c.M.35, s.4; Historical Parks Act, R.S.O. 1990, c.H.9, s.4 (which incorporates by reference parts of the Provincial Parks Act, R.S.O. 1990, c.P.34, s.7). Information Maintained: Name, address, correspondence concerning committee members, related information. Uses: Maintain record of all members. Users: Old Fort William head office staff. Individuals in Bank:

Committee members.Retention and Disposal: One year after file closed, then destroyed.

Bank: Applicants.Retention and Disposal: Seven years, then destroyed.

## Ontario Film Development Corporation

The Ontario Film Development Corporation (OFDC) was established in 1986 to encourage and support the province's independent film and television production industry. This is achieved by fostering growth, employment and investment through policies and programs that stimulate film development, production, distribution and marketing. Support is offered in the form of investments, loans and grants. The Corporation is also instrumental in attracting international producers to Ontario to use the province's location and production facilities.

The Ontario Film Investment Program (OFIP), provides rebates to private sector investors in certified film and television productions.

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Entertainment - Festivals/Galas  
Loan Transactions  
Marketing  
Production and Development Agreements, Applications and Programs

### Personal Information Banks

#### Production and Development Files

Location: Ontario Film Development Corporation.Legal Authority: Ontario Development Corporation Act, O. Reg. 37/86 and O. Reg. 550/86.Information Maintained: Names and addresses of applicant, lawyer and accountant, OFDC project number; names, addresses and number of shares for all shareholders, applicant's corporate financial statements for past three years, budgets for projects, financial institution where applicant banks, funds required/requested.Uses: Determine eligibility for funding.Users: OFDC personnel.Individuals in

## Ontario Heritage Foundation

The Ontario Heritage Foundation (OHF) is an agency of the Ministry of Culture, Tourism and Recreation, and is dedicated to preserving, protecting and promoting Ontario's heritage for all of us to enjoy now and for others to experience in the future. The foundation manages, and in some cases, restores provincially significant historic buildings and their related artifact and archaeological collections, provides public access and interpretive programs at its properties, and negotiates and monitors conservation easement agreements with owners of both historical buildings and natural heritage sites. The foundation also encourages efforts to document and present Ontario's multi-faceted heritage by producing general and technical publications, offering grants to help individuals and local and community groups with research and publications, and by assisting groups to erect local historical plaques. The Provincial Historical Plaques Program, which commemorates historically significant people, places, events, sites and structures, is administered by the OHF. Through natural heritage programs, the foundation protects significant natural sites and supports private land stewardship, research and public education projects, through partnerships, grant programs and land acquisition. The foundation also administers the province's Niagara Escarpment Trust Fund, which is largely dedicated to purchasing property to complete a system of over 100 public parks along the Escarpment. For information, contact the foundation or regional offices listed under Field Services Branch, Ministry of Culture, Tourism and Recreation.

### Common Records

Board of Governors Membership  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation

### General Classes or Types of Records

Archaeological Committee Projects  
Carolinian Canada Land Protection and Stewardship Program  
Elgin/Winter Garden Project  
Historical Committee Projects



Natural Heritage Committee  
Niagara Escarpment Program  
OHF Owned Properties  
Ontario Heritage Foundation  
Property Restoration and Management Records  
Real Property Heritage Easements  
Record of Cultural Properties

## Personal Information Banks

### Donations of Real and Cultural Properties to the Foundation

Location: Ontario Heritage Foundation. Legal Authority: Ontario Heritage Act, R.S.O. 1990, c.O.18. Information Maintained: Name, address, amount or value of donation, description of donation and taxation year, receipt number, telephone number. Uses: Evaluate and assess donations; issue income tax receipts. Users: OHF staff, provincial auditor, OHF Board of Directors, custodial institutions (museums, galleries, etc.). Individuals in Bank: Individuals who have made or offered to make a donation to the foundation. Retention and Disposal: Permanent.

### Donations to the Elgin and Winter Garden Project

Location: Ontario Heritage Foundation. Legal Authority: Ontario Heritage Act, R.S.O. 1990, c.O.18. Information Maintained: Name, address, amount of donation (if donor), telephone number. Uses: Monitor and track progress for fundraising for the project; publicize the project; fundraising. Users: OHF staff, provincial auditor. Individuals in Bank: Individuals who have made or offered to make a donation to the Elgin/Winter Garden Project, individuals requesting information about the project. Retention and Disposal: Not determined.

### Donations-in-Kind and Financial Donations in Support of the Restoration of OHF-Owned Properties

Location: Ontario Heritage Foundation. Legal Authority: Ontario Heritage Act, R.S.O. 1990, c.O.18. Information Maintained: Name, address, amount or value of donation, description of donation and taxation year, receipt number, telephone number. Uses: Evaluate and assess donations; issue income tax receipts. Users: OHF staff, provincial auditor, OHF Board of Directors. Individuals in Bank: Individuals who have made or offered to make a donation-in-kind or donation in support of the restoration of OHF-owned properties. Retention and Disposal: Permanent.

### Easements Agreements Held by the Foundation on Real Property

Location: Ontario Heritage Foundation. Legal Authority: Ontario Heritage Act, R.S.O. 1990, c.O.18. Information Maintained: Name, address, conditions of agreement, insurance, telephone number, value of grant. Uses: Monitor easement properties. Users: OHF/branch staff, provincial auditor, OHF Board of Directors. Individuals in Bank: Individuals who have entered into easement agreements with the foundation. Retention and Disposal: Permanent.

## Ontario Place Corporation

Ontario Place Corporation operates a 96-acre cultural, entertainment and recreation complex on three man-made islands on Lake Ontario in Toronto. The complex includes exhibition pavilions; the Forum, a 7,250 seat outdoor amphitheatre; theatres; the giant screen IMAX theatre - Cinesphere; live entertainment; the Waterfall Showplace; restaurants; snack bars; boutiques; a marina; pedal boats; bumper boats; sight boat shuttle; the Wilderness Adventure Ride; the Canadian destroyer HMCS Haida; mini-golf; picnic areas; a theme pavilion "Ontario North Now"; and Children's Village with a water play area and play apparatus, including a 370 ft. four-flumed Waterslide. Ontario Place arranges banquets and receptions year-round, and operates a winter film festival. The complex is open daily from mid-May to Labour Day (10:00 a.m. to 1:00 a.m. from Monday through Saturday; 10:00 a.m. to 11:00 p.m. on Sunday). Parking is available on the site. During the operating season, it is accessible from downtown by special bus.

## Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

## General Classes or Types of Records

Concessions  
Finance and Administration  
Maintenance and Construction  
Programs and Entertainment

## Personal Information Banks

### Contracts and Agreements - Ontario Place

Location: Ontario Place Corporation. Legal Authority: Ontario Place Corporation Act, R.S.O. 1990, c.O.34, s.8. Information Maintained: Name, address, personal and financial information related to all contracts and agreements. Uses: Reference, future planning, negotiating agreements. Users: Management staff. Individuals in Bank: Entertainers, performers, consultants, concessionaires, research participants, promoters. Retention and Disposal: Eight years, then destroyed.



#### Customer Complaints - Ontario Place

Location: Ontario Place Corporation. Legal Authority: Ontario Place Corporation Act, R.S.O. 1990, c.O.34, s.8. Information Maintained: Names and addresses. Uses: Operational assessment. Users: Management, supervisory staff. Individuals in Bank: Individuals registering service complaints at Ontario Place. Retention and Disposal: Three years, then destroyed.

#### Incidents and Occurrences - Ontario Place

Location: Ontario Place Corporation. Legal Authority: Ontario Place Corporation Act, R.S.O. 1990, c.O.34, s.8. Information Maintained: Names and addresses of individuals involved in accidents, complaints, description of injuries, parking violations and other unlawful or prohibited activities, public disturbance, trespass, vandalism. Uses: Operational assessment; potential litigation. Users: Management, supervisory staff, Ontario Provincial Police, Metro Police, government and Risk Management staff, insurance adjusters. Individuals in Bank: Park visitors, staff. Retention and Disposal: Six years, then destroyed.

#### Marina Boaters - Ontario Place

Location: Ontario Place Corporation. Legal Authority: Ontario Place Corporation Act, R.S.O. 1990, c.O.34, s.8. Information Maintained: Name, address, contract, details of boats, passes. Uses: Collect fees; mail applications; issue passes. Users: Administrative and internal audit staff. Individuals in Bank: Boaters renting space from the Ontario Place Marina. Retention and Disposal: Two years, then destroyed.

#### Market Research Surveys - Ontario Place

Location: Ontario Place Corporation. Legal Authority: Ontario Place Corporation Act, R.S.O. 1990, c.O.34, s.8. Information Maintained: Names and addresses of volunteer survey respondents. Uses: Possible follow-up research out-of-season. Users: Management, support staff. Individuals in Bank: Park visitors. Retention and Disposal: Two years, then destroyed.

#### Seasonal Passes - Ontario Place

Location: Ontario Place Corporation. Legal Authority: Ontario Place Corporation Act, R.S.O. 1990, c.O.34, s.8. Information Maintained: Names and addresses of season-pass recipients. Uses: Pass distribution; corporation mailings; statistical reports. Users: Management, support staff. Individuals in Bank: Service people, sponsors, government officials, board members, business associates. Retention and Disposal: Five years, then destroyed.

### **Ontario Science Centre**

The Ontario Science Centre offers a large variety of programs designed to stimulate and inform the general public about science and technology and has pioneered a "hands on" approach to learning. On July, 1993, "The Living Earth" opened as the centre's most recent major exhibit. The Centre performs a valuable educational service for Ontario and is host to thousands of students each year. In addition to its innovative

exhibitions, the Ontario Science Centre provides a wide range of educational programs for all ages. The Science Centre has an extensive outreach program with special travelling exhibitions, such as the "Science Circus" and the "Seeing Brain" which have been viewed throughout Ontario as well as across Canada. The centre is open daily.

#### **Common Records**

Board of Governors Membership  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation

#### **General Classes or Types of Records**

Copyrights  
Exhibit Research and Development  
Revenue Tour Booking and Facility Rental  
School Tour Bookings  
Trademarks

#### **Personal Information Banks**

##### Donor Records

Location: Ontario Science Centre. Legal Authority: Centennial Centre of Science and Technology Act, R.S.O. 1990, c.C.5. Information Maintained: Name, records relating to gifts of cash or items given to the Science Centre. Uses: Identify donor and gift. Users: Board of trustees, director general, controller and revenue development officer. Individuals in Bank: Individuals who have made donations to the centre. Retention and Disposal: Five years, then transferred to archives.

### **St. Lawrence Parks Commission**

The St. Lawrence Parks Commission operates and maintains 12-day use parks and campgrounds, a marina, a golf course, parkways (Long Sault Parkway, Thousand Islands Parkway) and historic sites from Glengarry Park near the Ontario-Quebec border to Adolphustown Park, 51 km west of Kingston. Historic sites include Fort Henry at Kingston and Upper Canada Village, 11 km east of Morrisburg. Skating and horse-drawn sleigh rides are offered at Upper Canada Village. The commission also maintains a migratory bird sanctuary, the Queen Elizabeth Gardens, paved air strip, nature trails, Pioneer and Loyalist Memorials, and winter recreation facilities for

cross country skiing, ice fishing, snowmobiling, tobogganing and snowshoeing. The summer operating season for most attraction facilities is mid-May to mid-October. Off-season programs are operated at both Upper Canada Village and Fort Henry. Adult workshops and educational programs for school groups are also available. The St. Lawrence Parks Commission's facilities are available for private, public, corporate and convention functions.

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

### General Classes or Types of Records

Historical and Research Files  
Marketing and Promotion  
Operation and Maintenance  
Program Operation and Delivery

### Manuals

Commissioners' Manual  
Employee Orientation Guide  
Fort Henry Standard Operating Procedures  
St. Lawrence Parks Commission Personnel Manual  
Visitor Services Manual

### Personal Information Banks

#### Camping and Vehicle Permits and Reservations

Location: St. Lawrence Parks Commission.Legal Authority: St. Lawrence Parks Commission Act, R.S.O. 1990, c.S.24, s.5.Information Maintained: Name, address, vehicle licence number.Uses: Reserve campsites; authorize permit holders and members of party to occupy the designated campsite until the departure date; emergency or enforcement purposes.Users: Park workers, park superintendents, finance staff.Individuals in Bank: Individuals reserving or occupying campsites within the St. Lawrence Parks Commission.Retention and Disposal: Seven years, then destroyed.

#### Contracts and Agreements

Location: St. Lawrence Parks Commission.Legal Authority: St. Lawrence Parks Commission Act, R.S.O. 1990, c.S.24,

s.5.Information Maintained: Name, address, personal and financial information related to contracts and agreements, telephone number.Uses: Maintain a record of contracts and agreements.Users: Management staff.Individuals in Bank: Concessionaires, land users, contractors, consultants.Retention and Disposal: Eight years after termination, then destroyed.

#### Incident and Accident Records

Location: St. Lawrence Parks Commission.Legal Authority: St. Lawrence Parks Commission Act, R.S.O. 1990, c.S.24, s.5.Information Maintained: Name, address, lawyer's name and address, medical information insurance company name and address, telephone number.Uses: Record incidents and accidents involving Ontario government vehicles and facilities.Users: Managers, security and first-aid officers.Individuals in Bank: Commission employees, private citizens.Retention and Disposal: Seven years after settlement, then destroyed.

#### Land Management

Location: St. Lawrence Parks Commission.Legal Authority: St. Lawrence Parks Commission Act, R.S.O. 1990, c.S.24, s.5.Information Maintained: Name, address, building permit number, easements, inspection reports, lease number, property description, telephone number, township bylaws.Uses: Maintain a record of all transactions and existing land ownership of commission.Users: Planning and Design Office.Individuals in Bank: Property owners, municipalities.Retention and Disposal: Twenty-five years or on expiry date of permit, then destroyed.

#### Marina Boaters

Location: St. Lawrence Parks Commission.Legal Authority: St. Lawrence Parks Commission Act, R.S.O. 1990, c.24, s.5.Information Maintained: Name, address, insurance company and policy number, licence number, telephone number.Uses: Collect fees; mail applications for docking and storage.Users: Administrative and marina staff.Individuals in Bank: Boaters renting space from the Chrysler Park Marina.Retention and Disposal: Two years, then destroyed.

#### Season Passes

Location: St. Lawrence Parks Commission.Legal Authority: St. Lawrence Parks Commission Act, R.S.O. 1990, c.24, s.5.Information Maintained: Name, address, driver's licence number, telephone number.Uses: Authorize pass holders to use commission facilities.Users: Commission staff.Individuals in Bank: Pass holders.Retention and Disposal: One year, then destroyed.

# DISTRICT HEALTH COUNCILS OF ONTARIO

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## Head

Chairperson of each District Health Council

## Access

Algoma District Health Council

123 March Street, Suite 405

Sault Ste. Marie, Ontario

P6A 2Z5

(705) 942-0200

Established by Order in Council 1050/77, April 13, 1977.



Brant District Health Council

233 Colborne Street, Suite 304

Brantford, Ontario

N3T 2H4

(519) 756-1330

Established by Order in Council 1817/76, June 23, 1976.



Cochrane District Health Council

119 Pine Street South, Suite 310

Timmins, Ontario

P4N 2K3

(705) 264-9539

Established by Order in Council 1704/75, June 18, 1975.



District Health Council of Eastern Ontario

Suite 300, 3rd Floor

340 Pitt Street P.O. Box 1478

Cornwall, Ontario

K6J 3P9

(613) 933-9598

Established by Order in Council 856/80, March 26, 1980.



Durham Region District Health Council

Suite 214

1614 Dundas Street East

Whitby, Ontario

L1N 8Y8

(905) 433-4262

Established by Order in Council 1659/77, June 15, 1977.



East Muskoka/Parry Sound

36 Chaffey Street, P.O. Box 3000

Huntsville, Ontario

P0A 1K0

(705) 789-4429

Established by Order in Council 977/88, April 15, 1988.



Essex District Health Council

4510 Rhodes Drive, Unit 720

Windsor, Ontario

N8W 5C2

(519) 944-5888

Established by Order in Council 197/76, January 28, 1976



Grey-Bruce District Health Council

733 - 9th Avenue East, Unit 4

Owen Sound, Ontario

N4K 3E6

(519) 376-6691

Established by Order in Council 1168/76, April 28, 1976.



Haldimand-Norfolk District Health Council

P.O. Box 5081

101 Nanticoke Creek Parkway

Townsend, Ontario

N0A 1S0

(519) 587-2231

Established by Order in Council 2271/81, August 6, 1981.



Haliburton-Kawartha and Pine Ridge District Health Council

P.O. Box 544

849 Alexander Court, Suite 210

Peterborough, Ontario

K9J 6Z6

(705) 748-2992

Established by Order in Council 2858/75, October 15, 1975.



Halton District Health Council

700 Dorval Drive, Suite 510,

Oakville, Ontario

L6K 3V3

(905) 842-2120

Established by Order in Council 2123/76, July 21, 1976.



Hamilton-Wentworth District Health Council

10 George Street, Suite 301

Hamilton, Ontario

L8P 1C8

(905) 570-1441

Established by Order in Council 156/76, January 28, 1976.



Hastings & Prince Edward Counties District Health Council

Suite 101, 375 Dundas Street West

Belleville, Ontario

K8P 1B3

(613) 962-4660

Established by Order in Council 2685/91, December 6, 1991.





Kenora Rainy-River District Health Council

P.O. Box 379  
104 Government Road  
Keewatin, Ontario  
P0X 1C0  
(807) 547-2028



Established by Order in Council 3590/75, December 23, 1975.

Kent County District Health Council

75 Thames Street  
Chatham, Ontario  
N7L 1S4  
(519) 351-1162



Established by Order in Council 1152/76, April 28, 1976.

Kingston, Frontenac and Lennox and Addington District Health Council

P.O. Box 1690  
544 Princess Street  
Kingston, Ontario  
K7L 5J6  
(613) 549-5253



Established by Order in Council 2712/81, September 18, 1981.

Lambton District Health Council

265 North Front Street, Suite 108  
Sarnia, Ontario  
N7T 7X1  
(519) 337-5485



Established by Order in Council 1644/77, June 15, 1977.

Manitoulin-Sudbury District Health Council

336 Pine Street  
Suite 300  
Sudbury, Ontario  
P3C 1X8  
(705) 675-5654



Established by Order in Council 1540/76, May 26, 1976.

Metropolitan Toronto District Health Council

4141 Yonge Street  
Suite 200  
Willowdale, Ontario  
M2P 2A8  
(416) 222-6522



Established by Order in Council 2392/80, August 20, 1980.

Niagara District Health Council

Box 1059  
1428 Pelham Street South  
Fonthill, Ontario  
L0S 1E0  
(905) 892-5771



Established by Order in Council 1274/75, May 7, 1975.

Nipissing Timiskaming District Health Council

2nd Floor  
176 Main Street  
North Bay, Ontario  
P1B 2T6  
(705) 494-9126



Established by Order in Council 2686/91, December 6, 1991.

Ottawa-Carleton Regional District Health Council

955 Green Valley Crescent  
Suite 350  
Ottawa, Ontario  
K2C 3V4  
(613) 723-1440



Established by Order in Council 3153/73, December 21, 1973.

Peel District Health Council

Plaza II, Suite 220  
350 Rutherford Road South  
Brampton, Ontario  
L6W 4N6  
(905) 455-4856



Established by Order in Council 624/77, March 9, 1977.

Renfrew County District Health Council

12 International Drive  
R.R. 4  
Pembroke, Ontario  
K8A 6W5  
(613) 732-2335



Established by Order in Council 2688/91, December 6, 1991.

Rideau Valley District Health Council

Box 487, 1 Abel Street  
Smith Falls, Ontario  
K7A 4T4  
(613) 283-6980



Established by Order in Council 936/77, March 30, 1977.

Simcoe County District Health Council

Suite 216, Victoria Square  
11 Victoria Street  
Barrie, Ontario  
L4N 6T3  
(705) 734-9960



Established by Order in Council 1954/83, July 9, 1983.

Thames Valley District Health Council

Suite 105, 100 Collip Circle  
London, Ontario  
N6G 4X8  
(519) 858-5015



Established by Order in Council 146/76, January 28, 1976.

### Thunder Bay District Health Council

1093 Barton Street

Thunder Bay, Ontario

P7B 5N3

(807) 623-6131

Established by Order in Council 2545/74, October 2, 1974.



### Waterloo Region District Health Council

Waterloo Town Square

75 King Street South, Suite 218

Waterloo, Ontario

N2J 1P2

(519) 884-6390

Established by Order in Council 3328/77, November 30, 1977.



### Wellington-Dufferin District Health Council

Unit 118

251 Woodlawn Road West

Guelph, Ontario

N1H 8J1

(519) 836-7440

Established by Order in Council 1813/76, June 23, 1976.



### West Muskoka/Parry Sound District Health Council

17 James Street

2nd Floor

Parry Sound, Ontario

P2A 1T4

(705) 746-2123

Established by Order in Council 977/88, April 15, 1988.



### York Region District Health Council

1091 Gorham Street,

Suite 300

Newmarket, Ontario

L3Y 7V1

(416) 830-9899

Established by Order in Council 2687/91, December 6, 1991.



The District Health Councils of Ontario are planning and advisory bodies responsible at arms length to the Minister of Health, established by Order in Council under the Ministry of Health Act. Councils plan for, identify and priority-rank district health needs, coordinate all health planning activities for the district, and cooperate in social development activities for the district.

There are 32 geographically defined councils representing over 98% of Ontario residents. Councils are composed of 15 to 19 volunteer members appointed by Order in Council for a maximum of two three-year terms. The membership is composed of consumer, provider and local government representatives supported by a small secretariat. Councils are supported by a number of committees composed of council members and community provider and consumer members.

All 32 Councils are served by their provincial association, which may be contacted as follows:

Association of District Health Councils of Ontario (ADHCO)

Suite 201, 4141 Yonge Street

Willowdale, Ontario M2P 2A8

(416) 222-1445

### Common Records

Workers' Compensation

### General Classes or Types of Records

Agendas and Minutes from Council and Council Committees  
Health Planning Studies

Health Related Demographic Information

New/Expanded Health Services Programs - Proposals, Review  
and Evaluation Documentation, Priority Ranking Profile

Information on Health Agencies/Services

Recommendations to the Minister of Health, Results of Analysis  
of Health Service Plans

Special Project and Task Force Reports

### Manuals

District Health Council Administrative Manual

District Health Council Bylaws/Operational Guidelines

Ministry of Health New/Expanded Health Services Program

Proposal Guidelines

### Personal Information Banks

#### Council and Committee Members

Location: District Health Councils of Ontario. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.9. Refer to list at front of this chapter for Order-in-Council number. Information

Maintained: Name, address, languages spoken and ethnic background, other voluntary and professional associations, professional and employment experience, telephone

number. Uses: Process applications for renewal of Order-in-Council as members of District Health Council by the ministry; monitor status of Order-in-Council; report on profile of council and committee membership. Users: Nomination Committee, council members and staff of the Minister's Office, and Health Planning Division of the Ministry of Health. Individuals in Bank: Members of District Health Councils and councils' committees. Retention and Disposal: Not determined.

#### Council and Committee Members

Location: District Health Councils of Ontario. Legal Authority: Ministry of Health Act R.S.O. 1990, c.M.26, s.9. Refer to list at front of this chapter for Order in Council number. Information

Maintained: Name, address, languages spoken and ethnic background, professional and employment experience,

telephone number. Uses: Process applications for renewal of Order in Council as members of District Health Council by the ministry; monitor status of Order in Council; report on profile of council and committee membership. Users: Nomination Committee, council members and staff of the Minister's Office. Individuals in Bank: Members of District Health Councils and councils' committees. Retention and Disposal: Not determined.

#### Council and Committee Nominees

Location: District Health Councils of Ontario. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.9. Refer to list at front of this chapter for Order-in-Council number. Information Maintained: Name, address, languages spoken and ethnic background, other voluntary and professional associations, professional and employment experience, telephone number. Uses: Recruitment or renewal of applications by the ministry for membership to council; monitor status of application. Users: Nomination Committee, council members and staff and staff of the Minister's Office and Health Planning Division of the Ministry of Health. Individuals in Bank: Applicants for District Health Council and committee membership. Retention and Disposal: Not determined.

#### Council and Committee Nominees

Location: District Health Councils of Ontario. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26 s.9. Refer to list at front of this chapter for Order in Council number. Information Maintained: Name, address, languages spoken and ethnic background, other voluntary and professional associations, professional and employment experience, telephone number. Uses: Recruitment or renewal of applications by the ministry for membership to council; monitor status of application. Users: Nomination Committee, council members and staff and staff of the Minister's Office in the Ministry of Health. Individuals in Bank: Applicants for District Health Council and committee membership. Retention and Disposal: Not determined.

#### Employment Application Inventory

Location: District Health Councils of Ontario. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.9. Refer to list at front of this chapter for Order-in-Council number. Information Maintained: None. Uses: Identify potential candidates for job competitions. Users: Council members, executive directors, senior staff. Individuals in Bank: Applicants for jobs with councils. Retention and Disposal: Not determined.

#### Employment Application Inventory

Location: District Health Councils of Ontario. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.9. Refer to list at front of this chapter for Order in Council number. Information Maintained: Name, addresses, letters of application, response letters, resumes. Uses: Identify potential candidates for job competitions. Users: Council members, Executive Directors, senior staff. Individuals in Bank: Applicants for jobs with councils. Retention and Disposal: Not determined.

#### Personnel Records

Location: District Health Councils of Ontario. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.9. Refer to list at front of this chapter for Order-in-Council number. Information Maintained: Name, Social Insurance Number, address, attendance record, confidentiality and conflict of interest declarations, date of birth, education, employee benefits, employee contracts, marital status, payroll, payroll transactions, performance appraisals, performance reviews, record of work attendance, salary administration, sex. Uses: Record employee's work history, payroll/benefits transactions, employees performance; identify staff training needs. Users: Management and financial staff, auditors. Individuals in Bank: Full-time, part-time and contract staff of council. Retention and Disposal: Not determined.

#### Personnel Records

Location: District Health Councils of Ontario. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.9. Refer to list at front of this chapter for Order in Council number. Information Maintained: Name, address, employee benefits and appraisals of work performance, payroll transactions, record of work attendance, work history. Uses: Record employee's work history, payroll/benefits transactions, employees performance; identify staff training needs. Users: Management and financial staff, auditors. Individuals in Bank: Full-time, part-time and contract staff of council. Retention and Disposal: Not determined.



# **DURHAM COLLEGE OF APPLIED ARTS AND TECHNOLOGY**

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## **Head**

Chair, Board of Governors  
Durham College of Applied Arts and Technology  
P.O. Box 385  
2000 Simcoe Street North  
Oshawa, Ontario  
L1H 7L7  
(905) 721-2000

## **Access**

Freedom of Information and Privacy Coordinator  
Durham College  
P.O. Box 385  
2000 Simcoe Street North  
Oshawa, Ontario  
L1H 7L7  
(416) 576-0210

A public reading room for the review of manuals and other information is open during the day and evening and is located in the college library, Oshawa.

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Durham College provides educational services to students and trainees in the areas of post-secondary and continuing education, apprenticeship and skills training.

Durham College is governed by a Board of Governors appointed by the Ontario Council of Regents and is organized into the following divisions: Administrative, Staff and Student Services; Admissions, Registration and Marketing; Access and Trades; Post-Secondary Programming and Continuous Learning.

## **Access and Trades**

The faculty administers government-sponsored programs such as the Ontario Training Strategy and the Canadian Job Strategy, and provides a variety of vocational assessment, skills training and academic upgrading programs. The faculty also administers the Innovation Services area (which offers expertise in new business development and expansion), the College Management Centre (which focuses on improving operational efficiency in small business) and Apprenticeship Programs.

## **Common Records**

FUTURES Program Applicants and Participants  
Innovation Centre Clients, Registrants and Users  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Tests, Examinations and Assessments

## **Administration and Finance**

The division administers and controls all financial matters, cafeterias and facilities. Reporting to the administrator are the Accounting Department, the Purchasing Office and the Plant Manager.

## **Common Records**

Employee Personnel, Payroll and Benefits Records

## **Manuals**

Durham College Procedures Manual

## **Continuous Learning**

The division is responsible for the Productivity Improvement Centre, Management Centre, International Training and Night School Programming.

## **Common Records**

Tests, Examinations and Assessments

## **Post-Secondary Programming**

The division is responsible for offering programming in Journalism; Public Relations; Advertising Administration; Interior Design; Graphic Arts; Early Childhood Education; Food and Beverage Management; General Studies; Business Administration; Legal Administration; Office Systems; Retail Management; Office Administration; Secretarial Studies; Engineering Technology; Industrial, Chemical, Electronic, Mechanical, Food and Drug Technologies; Transport; Nursing Assistant; Dental Assistant; Nursing; and Dental Hygiene.

## **Common Records**

Day Care Registrants  
Dental Clinic Patients  
Health and Medical Records  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

## **Manuals**

Chair's Handbook  
Continuing Education Chair's Handbook  
Extension Handbook  
Instructor's Handbook  
Student Handbook

## **President's Office**

Appointed by and responsible to the Board of Governors, the President is Chief Executive Officer with full authority to manage and direct the business affairs of the college. The community services coordinator reports directly to the President.

## **Manuals**

Durham College Policies Manual

## Staff and Student Services

The division coordinates the recruitment of staff; maintains employee records; coordinates staff promotions, transfers and terminations; and interprets and implements the collective agreements, grievance procedures and pay equity.

The division is also responsible for job placement services, the operations of the fitness complex, the library and the audio-visual department, financial aid, counselling and health services, vocational assessment, admissions, registration, marketing, alumni and public relations.

### Common Records

Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Graduate and Alumni Records  
Health and Medical Records  
Job Competitions and Applications  
Library Users Lists  
Ombudsman/Human Rights Commission  
Ontario Student Assistance Program  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Workers' Compensation

## The Board of Governors

The board establishes goals and policies for the college and evaluates the results. The board is comprised of 12 external and four internal members. One external member serves as Chairperson.

### Common Records

Board of Governors Membership

### General Classes or Types of Records

Bylaws  
Minutes of Board and Standing Committees  
Policies

# MINISTRY OF ECONOMIC DEVELOPMENT AND TRADE

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## Head

Minister of Economic Development and Trade  
8th Floor, Hearst Block  
900 Bay Street  
Toronto, Ontario  
M7A 2E1  
(416) 325-6900

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Economic Development and Trade  
5th Floor, Hearst Block  
900 Bay Street  
Toronto, Ontario  
M7A 2E1  
(416) 325-6512



A public reading room for the review of manuals and other information is open during regular office hours on the third floor of the Hearst Block, 900 Bay Street, Toronto.

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The mandate of the Ministry of Economic Development and Trade is to help Ontario become a more productive and internationally competitive economy. The ministry does this by providing leadership in economic policy development, advancing Ontario's interests with governments abroad, acting as an advocate for business within the Ontario government, promoting cooperation for economic development at all levels of government and delivering a range of programs that stimulate opportunities for business and trade development. The ministry's programs provide advice and financial assistance to encourage small business formation, expand domestic and international trade markets for Ontario-based companies, retain and attract investment, support sector development through the Sector Partnership Fund, support technological research and development and technology transfer to industry through Technology Ontario, coordinate Ontario's interest in telecommunications and promote and coordinate Ontario's international interests and activities.

## Deputy Minister's Office

### Employment Equity Office

This office provides strategic direction and technical support, and develops and coordinates the Ministry's Employment Equity Program. The program's goal is to improve the representation and employment status of aboriginal people,

people with disabilities, members of racial minorities, women and francophones.

### Common Records

Employment Equity Program

### French Language Services

The Office of the Coordinator of French Language Services formulates policy proposals and implementation plans to meet ministry and agency obligations under the French Language Services Act. The office also advises the Minister, Deputy Minister and senior staff on related issues; coordinates activities of ministry offices in developing services in French; liaises with francophone associations, municipalities and other levels of government; and disseminates information about availability of ministry services in French.

### Learning and Continuous Improvement

The Learning and Continuous Improvement initiative provides ongoing direction and support to all staff to enable them to acquire the skills and knowledge required to carry out their responsibilities. It also develops programs for the ministry to provide excellent client service. Activities include Deputy's Update, Corporate Education Sessions, Continuous Improvement and Job Specific/Generic Skill Identification and Training.

### General Classes or Types of Records

Learning and Continuous Improvement Programs and Projects

### Legal Services Branch

The branch staff, who are seconded to this ministry by the Ministry of the Attorney General, provide general legal services and counselling.

### Marketing and Public Affairs Branch

The mandate of this branch is to provide a comprehensive corporate communications program consistent with the ministry's strategic directions and priorities by developing, in consultation with the policy and program areas and the Minister's offices, targeted, efficient and cost-effective marketing. The branch assists the ministry in communicating and promoting its programs and services to the general public, the business community and the media. Public Affairs is responsible for speeches, news releases, press conferences and media relations. Marketing is responsible for planning and executing all advertising, publications, audio-visual presentations and special events.

### General Classes or Types of Records

Industrial Achievement Awards  
Publicity Mailing Lists  
Selected Media Electronic File



## Corporate Resources Division

The division provides financial, human resources, information technology, administrative, audit, learning and continuous training, and freedom of information coordination services to support the ministry and certain of its agencies in delivering their programs and services.

### Manuals

Ministry Administration Manual

## Audit Services Branch

The branch, which has a dual responsibility to act in a consultative and audit role, provides internal audit services to the ministry and its agencies. The branch reviews and appraises financial, management and electronics data processing controls of the Ministry of Economic Development and Trade's operational and program activities to ensure economy, efficiency and effectiveness.

## Finance and Administration Branch

The branch provides financial accounting and reporting, and general administrative services including the development of ministry policies and procedures.

Financial services include processing of suppliers' invoices, transfer payments, revenues, employees' expenses and charges from other ministries; financial control functions and production of Public Accounts reports.

Administrative services include purchasing and supply management; acquisition and design of office accommodation; coordination of telephone services; assets management; duplicating, mail and courier services; coordination of ministry travel services and environmental initiatives.

### Common Records

Identity/Employee Card

Parking Records

Travel/Expense Accounts

## Human Resources Branch

The branch is responsible for the establishment of Human Resources policies and procedures; classification and compensation levels for ministry employees; staff recruitment; staff development; human resources planning; employee counselling; labour relations; and the maintenance of personnel, payroll and employee benefit records. Liaison is provided between the ministry, the Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

### Common Records

Career Planning/Training

Central Attendance Recording System (CARS)

Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
General Employment History and Payroll Information  
Grievances and Applications  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Performance Management  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### Manuals

Employee Handbook

## Information and Technology Systems Branch

The branch supports and assists the ministry's staff by planning, implementing and maintaining cost-effective, high quality information and technology solutions that align with business strategies, priorities and objectives.

The branch coordinates the development of the ministry's information technology strategic plan, development and maintenance of corporate applications/databases and office automation tools, implementation of telecommunication facilities for local and wide area network, forms and records management, and provides information technology training and access to external databases.

### Manuals

Records Management Manual

## Resources Secretariat

The Resources Secretariat provides operational, program evaluation and budget planning services; monitors and reports on budget performance; and liaises with central agencies concerning the ministry's estimates, in-year financial reporting and resources requests.

## Financial and Business Services Division

The division serves to stimulate and lever private sector investment in Ontario by participating in major industrial projects, facilitating employee ownership and coordinating the Manufacturing Recovery Program.

## Strategic Investments

This office supports and coordinates government participation in strategic industrial investments by providing financial analysis, due diligence and case management for large capital projects. It also administers the Employee Ownership Program and the Manufacturing Recovery Program.

**General Classes or Types of Records**

Employee Ownership Program  
Manufacturing Recovery Program

**Policy Division**

This division develops, monitors and evaluates policies on matters related to industrial and sectoral issues, competitiveness, regional and community economic development, international and interprovincial trade, and science and technology. The division also provides support to the Minister and senior management in the coordination of ministry planning and other activities.

**Business Development Policy Branch**

The Branch analyzes Ontario's competitiveness as compared to competing jurisdictions and monitors the province's investment climate. It represents the ministry in cross-government policy development initiatives in the areas of land use planning, taxation, procurement, labour adjustment, training, employment equity, community economic development, and environmental protection and economic development. It also supports the participation of the Minister and senior ministry staff in Ontario government policy decision-making processes through the analysis of policy and program proposals.

**General Classes or Types of Records**

Economic Indicators

**Industrial and Technology Policy Branch**

The branch's mandate is to develop, monitor and evaluate industrial and technology policies and programs within the Ontario government with the objective of supporting economic development. Activities include supporting the internal policy process, ensuring effective representation of Ontario's interests within intergovernmental forums and assisting the private sector in improving its competitiveness.

**General Classes or Types of Records**

Economic Conditions and Outlook  
Industrial Structure Research  
R&D and Technology Data

**Policy Coordination Secretariat**

The Policy Coordination Secretariat serves and supports the Minister, Deputy Minister and management in the policy development, planning and operation of the ministry's business.

The secretariat supports and helps the ministry to develop strategic/corporate plans and management systems, strengthens teamwork and collaboration within the ministry, and fosters cross-ministry and cross-government cooperation, as well as

broadening and strengthening relations with Ontario's sectors, firms and communities.

The secretariat is specifically responsible for administering the processing of the Minister's corporate correspondence, and for coordinating the ministry's response to daily issues.

**Trade Policy Branch**

The branch works to strengthen the positions of Ontario's industries in international and interprovincial markets by coordinating Ontario's involvement in international and interprovincial trade negotiations and disputes, monitoring and advising on trade policy issues, including implications for the policy and program proposals of other ministries, and assisting ministries involved in specific disputes. The branch has two sections: Trade Relations and Trade Policy Co-ordination.

**General Classes or Types of Records**

Trade Policy Information Service

**Sector Development Division**

The Sector Development Division is responsible for enhancing the ability of the economy to compete and grow. To accomplish this, the division works with stakeholders in key sectors of the economy, to develop broadly endorsed strategies and initiatives that build on the competitive fundamentals and add value to the economy. The division also supports entrepreneurship and small business growth.

To support this mandate, the division is composed of three parts: Sector Offices, Sector Coordination, and Small Business and Domestic Operations. Clients are key sectors, ministries that also have sector responsibilities, communities and small business.

**General Classes or Types of Records**

Opportunity Management System

**Sector Coordination Branch**

The Sector Coordination Branch is responsible for coordinating with central agencies on the design, start-up and co-management of the Sector Partnership Fund (SPF); liaising with, advising and assisting MEDT sector offices and other lead sector ministries in the development of strategies for sector development that are consistent with the criteria of the SPF; providing overall program coordination, advice and analysis to assigned strategic projects related to sectoral and cross-sectoral information and intelligence services to the Minister's Office, Cabinet Office, Ontario government ministries and the general public. These responsibilities are performed through the Sector Coordination Section, the Sector Information and Intelligence Section and the Strategic Projects Coordination Section.



## Sector Coordination Section

The Sector Coordination Section works with Cabinet Office to coordinate and administer the Sector Partnership Funds (SPF). The SPF is a five-year, \$150 million fund, designed to move Ontario's economic sectors to higher value-added activities, thereby improving competitiveness. The fund promotes and assists the development of broadly endorsed strategies and initiatives.

Section activities include training workshops and seminars on the sector development approach. As well, the branch provides support in the strategic planning efforts of ministries with sectoral responsibilities as well as those of specific sector organizations.

### General Classes or Types of Records

Sector Partnership Fund

## Sector Information and Intelligence Section

The Sector Information and Intelligence Section provides a range of information/sector intelligence services to other staff in the division, others in the ministry and government, and the public. These services include the research and collection of information and intelligence, maintaining qualitative and quantitative information on Ontario's industrial sectors, and publishing and disseminating information.

The section houses the Sourcing Centre which responds to over 4,000 requests annually from manufacturers seeking Ontario suppliers of manufactured products and tradeable services (1-800-387-1436). It also publishes the Market Place Bulletin which provides Ontario companies with information on business opportunities for investment, as well as export and industrial development.

### General Classes or Types of Records

Company Activity Reports

Market Place Bulletin (inventions, production facilities, contracts available)

## Strategic Projects Coordination Section

The Strategic Projects Coordination Section provides research, advice and support regarding strategic projects and issues related to multi-sectoral development activities.

## Sector Offices

Sector Office clients include various sector organizations (industry and professional associations, labour organizations, research institutes, academia, etc.) and medium-to-large innovative growth companies.

The Sector Offices act as a catalyst to bring stakeholders together, support the development and implementation of sector strategies and initiatives, coordinate stakeholder and

government input, and facilitate related policy development and approval processes. The offices are also a source of sector intelligence and expertise for internal and external clients and play an advocacy and support role vis-a-vis other relevant government activities.

Sector Offices have been established for the following sectors: Aerospace, Automotive, Consumer Goods, Construction and Consulting Engineering, Plastics, Chemicals and Machinery. For information of these and other sectors please call 416-325-6895.

### General Classes or Types of Records

Sector Issues, Projects, Policies and Background Information

## Small Business and Domestic Operations

The role of the branch is to increase the level of entrepreneurial activity in Ontario and support the prosperity and growth of the province's businesses and communities.

## jobsOntario Community Action Administration

The jobsOntario Community Action (jOCA) Administration Unit provides support to the jOCA initiative, including maintaining project records, fund disbursement, results reporting and overall coordination. jobsOntario Community Action is a community economic development program, meant to encourage partnerships in community action which result in economic development and job creation.

The Administration Unit also provides policy support for some municipal economic initiatives through liaison with communities within Ontario, the ministry's domestic offices, other Ontario government ministries and local businesses, to ensure community economic development and that related programs and services are effectively communicated and supported.

### General Classes or Types of Records

jOCA

### Manuals

Program Administrative Guide Program Assessment Guide

## Business Start-Up Services

Business Start-Up Services offers services and self-help materials to enhance the management skills and planning capabilities of small business in Ontario, with focus on the start-up stage.

In the Toronto area (963-0050) and in the rest of Ontario, the Small Business Hotline (1-800-567-2345) will answer basic questions on business start-up and provide referral service to the ministry's local small business services. Seminars on starting a



business, marketing and other subjects are presented on a regular basis throughout Ontario.

### General Classes or Types of Records

Small Business Hotline  
Small Business Publications  
Small Business Self-Help Offices  
Small Business Seminars

### Manuals

Self-Help Offices Policy and Procedures Manual

## Clearing the Path Project

The Clearing the Path Project is responsible for the development and implementation of initiatives that will assist small businesses in the business registration process.

These initiatives are to streamline the regulatory process and reduce the government paper burden on business, while facilitating the exchange of information between business and government, developing value-added relationships with municipalities and/or the private sector and fostering the growth of businesses in the province.

At present, an inter-ministerial committee from the Ministries of Finance, Consumer and Commercial Relations, Economic Development and Trade, Labour and the Workers' Compensation Board are identifying opportunities for consumer service enhancements, while assessing the operation, technological, policy, legislative and administrative requirements that impact on the new business registration process.

## Domestic Program Support

The Domestic Program Support section administers the Technical Personnel Program, Management and Marketing Personnel Program and the Ontario Innovation and Productivity Service.

The Technical Personnel Program (TPP) assists manufacturing or service businesses, employing between 10 to 200 employees on a profit-centre basis, to hire a scientist, engineer technologist, technician or industrial designer.

The Management and Marketing Personnel Program (MMPP) assists manufacturing companies, employing between 50 to 500 employees in Ontario and who are experiencing financial difficulties due to the recession, to hire management and marketing personnel to assist in their recovery. The MMPP is an element of the Manufacturing Recovery Program.

The Ontario Innovation and Productivity Service (OIPS) assists viable, small-to-medium-sized, Ontario-based, innovative, growth companies to identify and overcome their "barriers to growth."

### General Classes or Types of Records

Management and Marketing Personnel Program  
Ontario Innovation and Productivity Service  
Technical Personnel Program

### Manuals

Ontario Innovation and Productivity Service  
Technical Personnel Program

### Personal Information Banks

#### Management and Marketing Personnel Program

Location: Domestic Program Support. Legal Authority: Ministry of Industry and Trade Acts, R.S.O. 1990, c.M.27, s.3 and s.6. Information Maintained: Name of proposed candidate, address, telephone number, social insurance number, citizenship status, salary, work and academic history. Uses: Evaluate person's suitability for the position proposed for funding under the program. Users: Ministry regional consultants, Management and Marketing Personnel Program (MMPP) Manager and staff, members of the MMPP Review Board. Individuals in Bank: Individuals hired for employment by the program, applicants for positions funded by the program. Retention and Disposal: Indefinite.

#### Ontario Innovation and Productivity Service

Location: Domestic Program Support. Legal Authority: Ministry of Industry and Trade Act, R.S.O. 1990, c.M.27, s.3 and s.6. Information Maintained: Name of proposed candidate, address, telephone number, social insurance number, citizenship status, salary, work and academic history. Uses: Evaluate person's suitability for the position being proposed for funding under the program. Users: Ministry regional consultants, Ontario Innovation and Productivity Service (OIPS) Manager and staff, members of the OIPS Review Board. Individuals in Bank: Individuals hired for employment by the program, applicants for positions funded by the program. Retention and Disposal: Indefinite.

#### Technical Personnel Program

Location: Domestic Program Support. Legal Authority: Ministry of Industry and Trade Act, R.S.O. 1990, c.M.27, s.3 and s.6. Information Maintained: Name of proposed candidate, address, telephone number, social insurance number, citizenship status, salary, work and academic history. May contain an employee performance report. Uses: Evaluate person's suitability for the position being proposed for funding under the program. Users: Ministry regional consultants, Technical Personnel Program (TPP) Manager and staff, members of the TPP Review Board. Individuals in Bank: Individuals hired for employment by the program, applicants for positions funded under the program. Retention and Disposal: Indefinite.

## Domestic Regional Offices

The domestic offices provide consulting and delivery services to innovative, growth-oriented companies in the size range of 10 to 200 employees. They assist these companies to become more competitive, expand exports, increase investment and create jobs. Also, they work with communities and municipalities to promote economic renewal and development through undertaking strategic planning initiatives and facilitating community-supported projects.

## Target Markets Section

The Target Markets Section delivers support to entrepreneurial initiatives for aboriginals, ethnocultural communities, francophones, women and the disabled through training, financing and marketing activities.

The section is responsible for the development of entrepreneurship education among youth, including Visions in Technology. It provides students with a loan of up to \$3,000 to start a summer business through the Student Venture Program.

### General Classes or Types of Records

Entrepreneurship Education  
Student Venture Program  
Various Associations (women, youth, ethnocultural, francophones)  
Visions  
Visions in Technology  
Youth Venture Program (marketing activities)

### Manuals

Student Venture Program - Operational Guidelines

## Technology and Communications Division

The division is responsible for the ministry's investments in science, technology and engineering, aimed at increasing the competitiveness of Ontario companies through the development and application of scientific activity. It manages communications, the computer sector and infrastructure development program activities in cooperation with other stakeholders to support economic development, industrial policy and community access objectives. As well, it administers the development of Ontario's positions on regulatory and policy issues related to telephone, cable, broadcasting and communications technologies that embody the province's economic and social policy objectives in communications.

## Broadcasting and Cable Branch

The Broadcasting and Cable Branch actively promotes policies, positions and activities relating to the broadcasting and cable interests of Ontario's residents and industries, through research

and presentations to the Canadian Radio-television and Telecommunications Commission (CRTC) and the federal government. The branch also fosters economic growth in broadcasting, cable and related industries.

The Broadcasting Office (326-9643) represents the interests of Ontario in broadcasting by examining regulatory issues and recommending policies and positions to the CRTC and the federal government. This office is also responsible for the administration of the Community Radio Ontario Program which provides financial support and advice to community radio stations throughout Ontario, with special attention to stations in native and francophone communities.

The Cable Office (326-9643) represents Ontario's interests concerning cable television services and other non-broadcast delivery technologies. The office identifies and evaluates regulatory issues, and develops and recommends policies and positions to the CRTC and the federal government.

### General Classes or Types of Records

Broadcasting and Cable Research - Regulatory Issues and Policies  
Canadian Radio-television and Telecommunications Commission (CRTC) (hearing transcripts, submissions, interventions, notices and decisions)  
Communications Issues and Background Papers  
Community Radio Ontario Program (CROP) Grants (applications, guidelines, correspondence)

## Operations and Technology Office

This office promotes sectoral development in the telecommunications and other sectors by developing and/or promoting the application of new communications technology, both with and without partners from the private sector, academia and other governments.

### General Classes or Types of Records

Communications Technology Projects

## Technology Ontario

Technology Ontario stimulates joint ventures in research, development and technology application in areas of strategic importance that will enhance the long-term development of Ontario industry. Through extensive contacts with the research community in both industry and academia, the branch encourages cooperation between industry, university and government in areas of leading-edge technology. The branch contributes to the government's development and promotion of the science and technology policies and programs, and is responsible for the enabling technology sectors of design, information technology, biotechnology, advanced materials and production process technologies.



Programs with funding from Technology Ontario are: Industry Research Program, Centres of Excellence, Technology Adjustment Research Program, RADARSAT, International Research and Development Agreements, Technical Personnel Program (314-8220), University Research Incentive Fund (314-3867), Design Exchange and ORTECH International (822-4111).

#### **General Classes or Types of Records**

Centres of Excellence Program (Technology Ontario)  
Industry Research Program (Technology Ontario)  
International Research Programs (Technology Ontario)  
ORTECH International Corporation  
RADARSAT Program (Technology Ontario)

### **Telecommunications Branch**

This branch is responsible for the development and management of the provincial telecommunications strategy. The branch provides secretariat services to the council for an Ontario Information Infrastructure. It supports telecommunications sector development through the telecom sector framework and infrastructure development through the Ontario Network Infrastructure Program (ONIP). The branch also promotes policies, positions and activities relating to the telecommunications interests of Ontario residents and industries through research and presentations to the Canadian Radio-television and Telecommunications Commission (CRTC) and the federal government.

The Telecommunications Policy Office (416-326-9613) makes recommendations on telecommunications policies and positions, including representations to Industry and Science Canada to influence federal policy. The office also advises the Lieutenant Governor in Council on policy direction for the Ontario Telephone Service Commission (OTSC).

The Regulatory Matters Office (416-326-9619) identifies and evaluates telecommunications regulatory issues. It makes recommendations to the CRTC to promote access to services at reasonable rates and provide efficient communications networks and economic growth.

The Telecommunications Industry Development Office (416-326-9625) provides industry analysis in the telecommunications sector to the ministry and assists with the economic growth of industry.

#### **General Classes or Types of Records**

Bell Canada Tariffs  
Canadian Radio-television and Telecommunications Commission (hearing transcripts, submissions, interventions, notices and decisions)  
Communications Industry (assistance, development, statistics and studies)

Communications Issues and Background Papers  
Ontario Network Infrastructure Program Projects  
Telecommunications Research, Regulatory Issues and Policies

### **Trade and Investment Marketing Division**

The Trade and Investment Marketing Division assists Ontario companies to increase the export of goods and tradeable services. It also promotes and facilitates the retention, attraction and expansion of investment in the Ontario economy, and encourages business immigration into the province. Coordination of international activities and development of a corporate government approach to international operations are also within the division's mandate.

### **Investment Branch**

The Investment Branch is responsible for overall coordination of the ministry's investment system and international marketing. The branch provides one-stop shop access for a range of services to international and domestic investors to Ontario, including persons making new investments, firms expanding their operations, foreign-controlled subsidiaries seeking world mandates, firms seeking to import technologies and business immigrants.

### **Business Immigration Section**

The Business Immigration Section counsels foreign business persons intending to immigrate to Canada under the federal Business Immigration Program. The section counsels immigrant entrepreneurs and immigrant investors concerning immigration procedures and business prospects in Ontario. Assistance is provided with business establishment issues following immigration with a view to matching business immigrants to business opportunities. The section maintains a database of Ontario companies that are for sale or are seeking an active equity partner, and Ontario companies and individuals who are seeking acquisition opportunities.

The section also reviews business proposals from Ontario firms seeking passive investment capital through the Immigrant Investor Program and provides other services such as facilitating the transfer of key personnel from abroad into Ontario operations.

#### **General Classes or Types of Records**

Business Immigration Program

#### **Personal Information Banks**

##### Business Immigration

Location: Business Immigration Section. Legal Authority: Ministry of Industry and Trade Act, R.S.O. 1990, c.M.27, s.3 and s.6. Information Maintained: Name, address, country of residence, age, language, qualifications, business experience,



family data, income, personal finances, last overseas address, date of landing in Canada, place and name of establishment created in Ontario. Uses: Record immigrants who are seeking to come, or who have come to Ontario, and immigrants whose entry to join an Ontario company is being or has been facilitated; record general enquiries to the Business Immigration Program. Users: Ministry consultants. Individuals in Bank: Clients of the Business Immigration Section. Retention and Disposal: Fifteen months to eight years, then destroyed; select files transferred to archives.

## Investment Case Management Section

The Investment Case Management Section provides a comprehensive, one-window investor assistance service for domestic and international investors involved in manufacturing and tradeable services.

The service includes timely, client-specific information on Ontario's business opportunities; business climate; regulations; costs; markets; labour (skills availability and cost); infrastructure; lifestyle; and federal, provincial and local business assistance programs; as well as municipal and site data.

The service also provides, on behalf of investors, liaison and advocacy support with federal, provincial and local government agencies to facilitate approvals processes and access assistance programs.

Ontario firms also receive counsel and brokerage services concerning strategic alliances.

### General Classes or Types of Records

Company Files  
Company/Client Information  
Industrial Plant Location System Files  
Municipal Background Information

## Investment Strategies and Marketing Section

The Investment Strategies and Marketing Section identifies prime Ontario investment priorities, in conjunction with local government economic developers, the federal government and private sector. The section researches and identifies prime global investment opportunities and develops investment strategies and marketing plans.

Organized on a geographic basis, the section also gathers investment intelligence in targeted sectors and markets, and investigates investment leads.

The section provides specialized client support in complex investment cases.

### General Classes or Types of Records

Investment Event/Marketing Project Files

## Ontario Investment Service Project

In partnership with a variety of private and public sector contributors, the Ontario Investment Service Project team is developing a high-quality, quick turn-around system to supply investment information and specialized support services to potential investors and intermediaries, both domestic and international.

## Office of International Relations and Protocol

The International Relations branch provides policy advice on the Government of Ontario's international activities and the impact of foreign trends on provincial interest. The office identifies and advances Ontario's interests in the context of relations with federal departments responsible for international affairs, foreign countries and their diplomatic representatives in Ontario and subnational foreign jurisdictions and international organizations. The office also manages Ontario's International Disaster Relief Program.

The Office of Protocol (325-8510) provides management, operational and advisory services in organizing royal and official visits, business and trade delegations, special events, government conferences and hospitality functions. The office coordinates official visits to Ontario and organizes briefing sessions and industrial familiarization tours for diplomatic and consular representatives in Ontario. The office also advises senior government officials and the public regarding rules and guidelines of international protocol practices.

### General Classes or Types of Records

Briefing Material (Premier's and Minister's travel abroad and visits of foreign dignitaries/delegations)  
Country Information  
Protocol Information

## Trade Development Branch

The Trade Development Branch assists Ontario suppliers of goods and services to access foreign markets through exports, licensing abroad and offshore joint ventures. The international marketing consultants provide general training, specific export counselling, market information and commercial intelligence, and assist client companies in the development of marketing strategies appropriate to the target market. They also serve as a key source of commercial leads through their network of international contacts.

The branch administers several programs that assist Ontario manufacturers to increase exports: TEF (Trade Expansion Fund) provides financial assistance to Ontario manufacturers for export marketing activities to increase exports, NEBS (New Exporters to Border States) is an educational trade mission program designed to provide new exporters with the opportunity to learn about the markets of the U.S.A. and trade

mission/exhibition programs are designed to promote Ontario goods and services through selected international events.

## General Classes or Types of Records

Incoming Buyers/Delegations  
Trade Expansion Fund  
Trade Missions and Exhibitions

## Agencies

### ORTECH International

ORTECH, Ontario's provincial research organization, is a leading source of industrial research and development and applied technology services for private and public sector organizations.

ORTECH helps enterprises, ranging from entrepreneurial start-ups to large corporations, become more innovative, competitive and successful by addressing their business issues and opportunities through effective application of technology.

With broadly based technology capabilities centred in materials, environment and electro-mechanical engineering, ORTECH provides fee-for-service product and process development, technology consulting and problem solving, and analytical testing and evaluation services. ORTECH generates more than 75% of its professional service revenue from contracts with clients in private industry.

ORTECH is located in the Sheridan Science and Technology Park, Mississauga, and also has operations in Sarnia, Ontario.

### Development Corporations

The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC) and Northern Ontario Development Corporation (NODC) encourage and assist in the development and diversification of Ontario industry by providing financial assistance through bank guarantees, term loans and incentive loans; sites, facilities and services in two industrial parks; and technical, business and financial information and advice. Tourism operations, secondary manufacturing industries and selected service industries may avail themselves of this service. Financial assistance is available for establishing new operations, expanding existing ones, purchasing fixed assets of Ontario-based foreign-owned companies, buying pollution control and energy-saving equipment, export financing and initial production of new high technology products. Contact the corporations' head office or appropriate field office for further information. Innovation Ontario Corporation is part of the Development Corporations of Ontario and is described separately.

## General Classes or Types of Records

Client Insurance  
Financial Advice and Services  
Industrial Park Maintenance and Leases  
Loan Cases (industry, small business, tourism and export support)

## Manuals

Industrial Parks Procedures

## Personal Information Banks

### Aboriginal Business Ventures Loans - Borrowers Registration System

Location: Development Corporations. Legal Authority: The Development Corporations Act, R.S.O. 1990, c.D.10, s.12 and s.13. Information Maintained: Name, social insurance number, address, home telephone number, citizenship status, date of birth, sex, education, business experience, gross annual income, personal finance and creditors, most recent employer, province of residence. Uses: Provide a database of borrowers registered in the Aboriginal Business Ventures Loan program, ensure that borrowers receive one loan only. Users: Section consultants, ministry legal staff, Central Collection Branch (Management Board Secretariat). Individuals in Bank: Successful applicants who are Ontario residents and residents of one of the three First Nations Communities of Akwesasne, Moose Factory, Manitoulin Island and North Shore, aged 18 or older with a valid social insurance number. Retention and Disposal: Approved loans - 12 years after approval, then destroyed; select files transferred to archives. Applications not approved - 2 years after decision, then destroyed; select files transferred to archives.

### Student Venture Loans - Borrowers Registration System

Location: Development Corporations. Legal Authority: The Development Corporations Act, R.S.O. 1990, c.D. s.12 and s.13. Information Maintained: Name, social insurance number, address, home telephone number, sex, date of birth, province of residence, citizenship status, education, business experience, most recent employer, gross annual income, personal finance and creditors. Uses: Provide a database of borrowers registered in the Student Venture Loan Program; ensure that borrowers receive one loan only. Users: Section consultants, ministry legal staff, Central Collection Branch (Management Board Secretariat). Individuals in Bank: Successful applicants who are Ontario residents aged 15 or over, eligible to work in Ontario and returning full-time students. Retention and Disposal: Approved loans - 12 years after approval, then destroyed; select files transferred to archives. Applications not approved - two years after decision, then destroyed; select files transferred to archives.

### Youth Ventures Loans - Borrowers Registration System

Location: Development Corporations. Legal Authority: The Development Corporations Act, R.S.O. 1990, c.D.10, s.12 and s.13. Information Maintained: Name, social insurance number,



address, home telephone number, date of birth, sex, education, business experience, business review, correspondence, income statements, loan contract, personal finance and creditors, province of residence, rating sheet. Uses: Provide a database of borrowers registered in the Youth Venture Loan Program; ensure that borrowers receive one loan only. Users: Section consultants, ministry legal staff, Central Collection Branch (Management Board Secretariat). Individuals in Bank: Successful applicants who are Ontario residents aged 18 to 29 years old, not going to school full-time and who are eligible to work in Canada. Retention and Disposal: Approved loans - twelve years after approval, then destroyed; select files transferred to archives. Applications not approved - two years after decision, then destroyed; select files transferred to archives.

## **Innovation Ontario Corporation**

Innovation Ontario Corporation (IOC), part of the Development Corporations of Ontario, assists the development of early stage technology-based businesses to a point where they can attract sufficient private sector investment to ensure growth and profitability.

The corporation offers shared-risk and equity participation involving a direct purchase of either equity or convertible securities.

Innovation Ontario retains an ongoing interest in the operations of the firms in which it holds a financial position.

Financial participation is only considered when a client provides a clear strategy for divestment. This facilitates the transition to private sector participation while at the same time protecting the integrity of public funds.

### **General Classes or Types of Records**

Requests for Investment

## **Ontario Aerospace Corporation**

The Ontario Aerospace Corporation is responsible for the management of Ontario's investment in de Havilland in accordance with various agreements between Ontario, Bombardier and the federal government. The corporation ensures that the Minister and other appropriate government members are kept advised of relevant developments and provides support to Ontario's directors on the board of de Havilland Holdings Inc.

## **Ontario International Corporation**

The Ontario International Corporation (OIC) assists in the marketing of Ontario professional services and capital goods related to capital projects to penetrate export markets and win contracts for specific projects. Major client groups include consulting engineers, projects planners and developers, contractors, architects, management and specialty consultants,

and capital goods manufacturers. The agency also mobilizes public sector resources to support Ontario businesses in international projects where public sector involvement may make an important contribution to contract success.

The agency identifies international projects, gathers market information throughout the world and maintains contacts with foreign markets, financial and development institutions to identify and develop overseas project opportunities. Support programs and services to exporters include the International Projects Fund which provides loans for project studies and proposals for qualifying projects, bringing buyers to Ontario for training, business development counselling to Ontario firms to develop international project opportunities, and the Consortia Assistance Program which offsets the costs of developing promotional brochures and literature for export consortia.

### **General Classes or Types of Records**

International Capital Projects

International Projects Fund

OIC Company Capabilities Database

## **Ontario Telephone Service Commission**

The Ontario Telephone Service Commission is a provincial quasi-judicial regulatory body, which is responsible to hear and decide all applications filed by the industry, as well as the public, and to proceed on such matters.

The commission issues orders and directions as is necessary for the regulation of the 30 independent telephone systems in Ontario. The commission ensures that rates charged for service are just and reasonable and that efficient and adequate service is provided to the systems' customers. Bell Canada is not included since it is regulated by the Canadian Radio-television and Telecommunications Commission (CRTC).

### **General Classes or Types of Records**

Annual Financial Filings of Regulated Companies

Applications

Telephone Service Commission Orders

Traffic and Revenue Agreements



# MINISTRY OF EDUCATION AND TRAINING

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## Head

Minister of Education  
22nd Floor, Mowat Block  
900 Bay Street  
Toronto, Ontario  
M7A 1L2  
(416) 325-2600

## Access

Freedom of Information and Privacy Coordinator  
3rd Floor, Mowat Block  
900 Bay Street  
Toronto, Ontario  
M7A 1L2  
(416) 325-4143



A public reading room for the review of manuals and other information is open during regular office hours on the 13th floor of the Mowat Block, 900 Bay Street, Toronto.

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The Ministry of Education and Training is a newly amalgamated ministry responsible for elementary, secondary and post-secondary education. The ministry's purpose is to enable children, youth and adult learners to become full participants in our society and economy through accessible, relevant, quality education and training.

The ministry has an important role as an advocate for learners, and for the development of a lifelong learning culture. At present, the ministry provides the policy, program leadership and legal framework for:

- the delivery of elementary and secondary education by schools and school boards, through the development of guidelines and support materials, certification of teachers, direct services, implementation support, monitoring and evaluation;
- the overall governance and accountability of colleges of applied arts and technology, and regulation of private vocational schools;
- the authority of universities to grant degrees and to be funded for undergraduate, professional and graduate programs;
- the establishment and transfer of programs to the Ontario Training and Adjustment Board (OTAB), to reform Ontario's training and adjustment system.

The ministry provides operating and capital grants to school boards, colleges and universities, and administers a financial

assistance program for eligible post-secondary students. It manages direct service delivery such as the Provincial Schools for the Blind and Deaf and the Independent Learning Centre, and pays the employers' contribution to the Teachers' Pension Fund.

As well, the ministry is responsible for the jobsOntario Training Program which provides training and employment opportunities in the private sector to social assistance recipients and workers who have exhausted their unemployment benefits.

## Manuals

Educational Computing Network of Ontario (ECNO)  
Human Resources Reference Guide for Employees

## Deputy Minister's Office

### Communications and Marketing Branch

The Communications and Marketing Branch provides communications and marketing advice and support to the Minister and Deputy Minister. It works with senior Ministry personnel to identify, develop and implement a variety of communications programs for the education and training communities and the public. Services include media relations; answering phone inquiries from the public; writing and producing a variety of public information publications; managing the preparation of responses to Minister's and Deputy Minister's correspondence; co-ordinating special events; and co-ordinating advertising for the ministry.

### General Classes or Types of Records

News Releases

### Employment Equity Office

The Employment Equity Office is responsible for the development and the strategic coordination for the Ministry of Education and Training and the Ontario Training and Adjustment Board Employment Equity initiatives. Key aspects of the office's mandate include program design, monitoring, evaluation, and training. The Employment Equity Office provides close support to the Organization Development and Services Division on the integration of employment equity principles into all human resource management systems.

The Employment Equity Office also provides operational support to the managers and staff of the ministry and OTAB (the Ontario Training and Adjustment Board) in areas such as workforce analysis, workforce impact implications, employment equity fund access and employment accommodation issues.

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)

Co-op, Work Term, Final Job Placements  
 Dental Clinic Patients  
 Employee Personnel, Payroll and Benefits Records  
 Employment Application Inventory  
 Employment Equity Program  
 General Employment History and Payroll Information  
 Identity/Employee Card  
 Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
 Job Competitions and Applications  
 Parking Records  
 Performance Management  
 Professional Development  
 Travel/Expense Accounts  
 Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Administration - General  
 Briefing Note Files  
 Correspondence File - Employment Equity  
 Employment Equity  
 Finance - General  
 Human Resources - General  
 Management and Policy - General  
 Program and Projects - Gene

### Manuals

Employment Accomodation Manual  
 Employment Equity Overview Facilitators Guide  
 Employment Equity Overview Participants Handbook  
 Outreach Recruitment Directory  
 The Accelerated Employment Equity Program

### Personal Information Banks

#### Workforce Profile Database

Location: Employment Equity Office. Legal Authority: The Freedom of Information and Protection of Privacy Act, 1987, s.39(2) and the Ontario Human Rights Code, 1986, s. 13(1). Information Maintained: Name, designated group status, experience, occupation, salary, social insurance number, age, geographical location, sex. Uses: Analyze and monitor the employment situation of designated groups in such areas as regional representation and occupational distribution. The analysis of the data is central to employment equity measures such as setting goals and timetables, and developing positive measures. Users: Data Custodian, Employment Equity Manager, authorized ministry officials. Individuals in Bank: Ministry of Education and Training and the Ontario Training and Adjustment Board employees. Retention and Disposal: The database is retained by the Employment Equity Office. It is not destroyed or transferred to the Archives of Ontario.

### Student Support Branch

The Student Support Branch administers programs that offer financial assistance, in the form of loans or bursaries, to Ontario

students studying at approved colleges, universities and private post-secondary institutions. Five plans are operated under the Ontario Student Assistance Program (OSAP): the Canada Student Loans Plan, Ontario Student Loans Plan, Ontario Special Bursary Plan, Ontario Work-Study Plan and the Part-Time Canada Student Loans Plan.

Non-repayable bursaries are also available for students with disabilities to help cover education-related costs required because of the disability. A non-repayable bursary is also available to help students with child care costs.

The Ontario Student Loans Plan Loan Forgiveness Program is also available to help students to reduce their debt loads.

The branch awards fellowships or scholarships for outstanding university graduate work: the Ontario Graduate Scholarship, Sir John A. Macdonald Graduate Fellowship in Canadian History, Ontario-Quebec Exchange Fellowship. The branch also administers two special scholarships: the William G. Davis Student Award for children of Crown employees and the Aird Scholarship for individuals with disabilities.

Students should apply through the Financial Aid Office located at the post-secondary institution they plan to attend. Students attending private or out-of-province institutions should contact the above Thunder Bay Office.

### Common Records

Career Planning/Training  
 Central Attendance Recording System (CARS)  
 Co-op, Work Term, Final Job Placements  
 Employee Personnel, Payroll and Benefits Records  
 Employment Application Inventory  
 Employment Equity Program  
 Freedom of Information and Protection of Privacy Act Requests  
 General Employment History and Payroll Information  
 Grievances and Applications  
 Identity/Employee Card  
 Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
 Job Competitions and Applications  
 Library Users Lists  
 Ombudsman/Human Rights Commission  
 Ontario Student Assistance Program  
 Parking Records  
 Performance Management  
 Professional Development  
 Scholarships and Awards  
 Student Appeals (disciplinary, administrative, academic)  
 Student Applications  
 Travel/Expense Accounts  
 Vocational Testing and Counselling  
 Workers' Compensation



## General Classes or Types of Records

Briefing Notes  
Correspondence  
Finance and Administration  
Human Resources  
Policy  
Program Budgets

## Manuals

Aird Scholarship  
Bursary Program for Teachers in French Language Instructional Units  
Claims Processing  
Data Control Area Manual  
Disaster Recovery Manual  
Fellowship for Studying in French  
Image Section Manual  
John Charles Polanyi Prizes  
OSLP Guidelines  
OSLP Interest Relief Plan  
Ontario Graduate Scholarship  
Ontario Special Bursary Plan  
Ontario Student Assistance Program - Policies and Procedures  
Ontario Student Assistane Program - Edit Manual  
Ontario-Quebec Exchange Fellowship Program  
Queen Elizabeth II Scholarship  
Sir John A. MacDonald Graduate Fellowship in Canadian History  
Systems Housekeeping Manual  
Teachers' Summer Bursary Program  
William G. Davis Student Award

## Personal Information Banks

### Aird Scholarship

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Name, address, social insurance number, sex, citizenship, residence history, education, nature of disability, extra-curricular activities and interests, career goals, confidential letters of recommendation, medical certificate, physicians' letters.Uses: Determine eligibility for scholarships.Users: Staff and management of the Student Support Branch, selection committee members, Ministry of Intergovernmental Affairs staff and management.Individuals in Bank: Physically disabled students seeking financial assistance for studies at a recognized post-secondary institution.Retention and Disposal: Four years, then destroyed.

### Bursary Program for Teachers in French Language Instructional Units

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Name, social insurance number, address, sex, telephone number, level of teaching, date of issue of Ontario Teaching Certificate or Letter of Standing, name of school,

name of principal, name of school board, proposed course and language of instruction, and proof of registration at university, course results.Uses: Determine eligibility for financial assistance of teachers taking university credit courses leading to first degree.Users: Staff and management of the Student Support Branch, French Language Education, Ministry of Education.Individuals in Bank: Teachers seeking financial assistance.Retention and Disposal: Five years, then destroyed; select files to archives.

### Fellowships for Studying in French

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Name, social insurance number, sex, date of birth, telephone number, address, citizenship, residence history, education, language of instruction, mother tongue, name of institution, other activities (work, travel, etc.), other financial assistance, preferred language of correspondence, proposed program of study, transcripts.Uses: Determine eligibility for financial assistance.Users: Staff and management of Student Support Branch, selection committee members.Individuals in Bank: Students seeking financial assistance for post-secondary studies in French.Retention and Disposal: Five years, then destroyed; select files to archives.

### John Charles Polanyi Prizes

Location: Student Support Branch.Legal Authority: Order-in-Council 3285/86.Information Maintained: Name, address, social insurance number, discipline area, sponsoring university.Uses: Provide award.Users: Staff and management of Student Support Branch.Individuals in Bank: Prize winners.Retention and Disposal: Four years, then destroyed.

### Ontario Graduate Scholarship Selection Board

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Name, address, institution, telephone number, expenses of past and present board members.Uses: Select board and panel members.Users: Student Support Branch staff and management, selection board members.Individuals in Bank: Faculty members at Ontario universities seeking appointment to selection board or panels.Retention and Disposal: Not determined.

### Ontario Restricted List (grant overpayments and loan defaults)

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Name, social insurance number, amount of default, reason for restriction, date restriction placed .Uses: Determine eligibility for financial assistance.Users: Student Support Branch staff.Individuals in Bank: Students overpaid by student assistance programs or who have defaulted on loan repayments and grant overpayments.Retention and Disposal: Not determined.

### Ontario Special Bursary Plan

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information



Maintained: Name, social insurance number, address, sex, date of birth, education, and work history, income, marital status, number of children, residence history.Uses: Determine eligibility for the Ontario Special Bursary Plan.Users: Student Support Branch staff and Financial Aid Office staff at post-secondary institutions.Individuals in Bank: Students seeking financial assistance for academic upgrading programs or part-time courses at post-secondary institutions.Retention and Disposal: Five years, then destroyed; select files to archives.

#### Ontario Student Assistance Program

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Name, social insurance number, address, date of birth, education and employment history, income of applicant, parents, sponsors, spouse, marital status, residency status.Uses: Determine eligibility for the Ontario Study Grant Plan, the Canada Student Loans Plan, or the Ontario Students Loans Plan.Users: Branch staff.Individuals in Bank: Students seeking financial assistance.Retention and Disposal: Ten years, then destroyed.

#### Ontario Student Assistance Program - Private Vocational and Out-of-Province Students

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Name, social insurance number, address, age, citizenship, education, employment history, income of applicant, parents, sponsors, spouse, marital status, sex.Uses: Determine eligibility for Ontario Study Grant Plan, the Canada Student Loans Plan or the Ontario Student Loans Plan.Users: Branch staff.Individuals in Bank: Students seeking financial assistance.Retention and Disposal: One year, then destroyed.

#### Ontario Student Assistance Program Appeal Board - Operational Files

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Board decisions on students, information on board members (name, address, telephone number, social insurance number), board members' oaths, board sittings.Uses: Document decisions made to provide advice to the minister.Users: Appeals clerks and senior appeals clerks, Appeals Section manager and assistant.Individuals in Bank: Students and members of the board.Retention and Disposal: Students' information - ten years, then destroyed; board members' files - duration of term, then destroyed.

#### Ontario Student Loan Accounting

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Name, social insurance number, amount of loans, bank where loan resides.Uses: Accounting for loan guarantee, interest payments.Users: Student Support Branch staff, banks.Individuals in Bank: Students with Ontario Student Loans.Retention and Disposal: Ten years, then destroyed.

#### Ontario Work-Study Plan

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Name, social insurance number, address, citizenship, family income data, on-campus employment records, provincial residence, student number.Uses: Payment for employment.Users: Post-secondary institution Financial Aid Office staff.Individuals in Bank: Students seeking part-time employment while attending post-secondary institutions.Retention and Disposal: Five years, then destroyed; select files to archives.

#### Ontario-Quebec Exchange Fellowship Program

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Name, social insurance number, address, citizenship, confidential letters of recommendation, date of birth, education, intended program of study, language of instruction, mother tongue, name of institution, other financial assistance, preferred language of correspondence, telephone number, transcripts.Uses: Determine eligibility for financial assistance.Users: Student Support Branch staff and management, University Relations Branch staff and management, selection committee members.Individuals in Bank: Students seeking financial assistance for graduate level studies at a university in Quebec.Retention and Disposal: Four years, then transferred to archives.

#### Queen Elizabeth II Scholarship

Location: Student Support Branch.Legal Authority: Order-in-Council 4464/59.Information Maintained: Name, social insurance number, address, name of university where enrolled.Uses: Issue scholarship cheques.Users: Student Support Branch staff and management.Individuals in Bank: Students seeking financial assistance for studies at the doctoral level.Retention and Disposal: Four years, then transferred to archives.

#### Revenue Recovery Reassessment (3R) Program

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Social insurance numbers, personal income data from Revenue Canada Taxation, for applicant, parents, sponsors, spouse.Uses: Verify income data supporting applications for need-based assistance.Users: Branch staff.Individuals in Bank: Applicants, parents, sponsors, spouses.Retention and Disposal: Not determined.

#### Sir John A. Macdonald Graduate Fellowship in Canadian History

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Name, social insurance number, address, citizenship, date of birth, education, intended program of study, marital status, name of institution, residence history, resume of projected research, transcripts and confidential letters of recommendation.Uses: Determine eligibility for financial

assistance.Users: Student Support Branch staff and management, head or officer representing the head of candidate's university, selection committee members.Individuals in Bank: Students seeking financial assistance for studies at the doctoral level.Retention and Disposal: Four years, then transferred to archives.

#### Student Awards Investigators' Records

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Recommendations for prosecution, court decisions, investigation reports from other government agencies, police reports.Uses: Prosecution of fraud and misrepresentation.Users: Student Support Branch staff and management.Individuals in Bank: Individuals charged under the Criminal Code or Canada Student Loans Act.Retention and Disposal: Added to student master file for ten years, then destroyed.

#### Student Awards Verification Data

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Miscellaneous correspondence, allegations of fraud or misrepresentation, assets, employment records and accuracy of application, information collected from other agencies and individuals to verify in, school attendance, telephone records.Uses: Determine correct entitlement; prosecution.Users: Student Support Branch staff and management, police agencies.Individuals in Bank: Students alleged to have committed fraud or misrepresentation.Retention and Disposal: Added to student master file for 10 years, then destroyed.

#### Summer Language Bursary Program

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Name, social insurance number, address, citizenship, date of birth, education, employment history, sex, special dietary needs, telephone number, telephone number of student's parents, student's evaluation of course.Uses: Determine eligibility for financial assistance.Users: Student Support Branch staff, management and staff of accredited summer language bursary institutions.Individuals in Bank: Students seeking financial assistance for second-language immersion courses.Retention and Disposal: Current only, then destroyed; select files to archives.

#### Teachers' Summer Bursary Program

Location: Student Support Branch.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Name, social insurance number, address, category of teacher, letter of support from supervisory official and transcripts, mother tongue, name of course and institution, preferred language of correspondence, receipts for tuition and accommodation, sex, telephone number.Uses: Determine eligibility for financial assistance.Users: Student Support Branch staff and management.Individuals in Bank: Teachers seeking financial assistance for courses taken in

French.Retention and Disposal: Four years, then destroyed; select files to archives.

#### William G. Davis Student Award

Location: Student Support Branch.Legal Authority: External trust agreement for the William G. Davis Student Award Fund. Information voluntarily submitted by individuals in bank for uses described below.Information Maintained: Name, address, confidential letters of recommendation, education, employment history with the Ontario government, letter of application, name of institution, parents' names, addresses and telephone numbers, proposed program of study, sex, telephone number, transcripts.Uses: Determine eligibility for financial assistance.Users: Student Support Branch staff and management, trustees of the William G. Davis Student Award Fund, selection committee members.Individuals in Bank: Children of Ontario Crown employees seeking financial assistance for post-secondary studies.Retention and Disposal: Four years, then transferred to archives.

## **Anti-Racism, Access and Equity Division**

The division is comprised of the programs listed below:

### **Anti-Racism, Ethno-Culture Equity Unit**

This unit works to eliminate discrimination and to ensure equality in education and employment policies and practices.

### **Equity and Access Unit**

Within the Anti-Racism and Equity Team, the unit leads policy and program development, implementation and evaluation with respect to issues of disability; employment equity in school boards, colleges and universities; equity data collection; gender issues, human rights, sexual orientation, harassment and discrimination.

#### **Common Records**

General Employment History and Payroll Information  
Travel/Expense Accounts

#### **General Classes or Types of Records**

Institutional Files - Colleges and Universities

### **Violence Prevention Secretariat**

The Violence Prevention Secretariat was officially established by the Ministry of Education and Training in December, 1992. Its mandate includes the following major areas: child abuse/child sexual abuse, wife assault prevention initiatives, sexual assault prevention initiatives, school violence, Aboriginal family violence, elder abuse and violence prevention policy development.



The secretariat plans and coordinates, for the Ministry of Education and Training, all the activities related to the funding of the government initiatives on sexual assault and wife assault prevention for school boards. It organizes all the activities of the ministry's Provincial Planning Council on Violence Prevention, which includes representation from the six regional offices.

Staff members in the secretariat represent the Ministry of Education and Training on all interministerial committees related to the areas within the secretariat's mandate.

The secretariat works closely with community partners in joint ventures for the prevention of violence.

### **Elementary, Secondary and Postsecondary Operations and French-Language Education Division.**

The operations grouping of this division will focus on offering support services to elementary, secondary and post-secondary institutions. These services will include the administration of capital and operating grants, the implementation and monitoring of policies and programs and the establishment of stronger linkages between and among institutions and with education and training stakeholders. The responsibility for the delivery of support services will be shared by the various groups within all divisions, working co-operatively with the regional offices network.

The French-language components of the division will provide leadership across all divisions in the development of policies and programs which will address the needs of the French-speaking community in the areas of French-Language Education and French Language Services at the elementary, secondary and post-secondary levels.

#### **Common Records**

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Performance Management  
Professional Development  
Travel/Expense Accounts

#### **Capital and Operating Grants Administration**

This branch is responsible for the administration and management of capital and operating grants to school boards, colleges and universities. It sets financial and enrolment reporting standards in cooperation with the accounting profession, and oversees the audit of financial statements. Together with the Strategic Funding Team, it develops the grants plan and establishes clear verification and other

mechanisms to ensure appropriate and effective use of operating and capital funds.

#### **Common Records**

Board of Governors Membership  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Identity/Employee Card  
Job Competitions and Applications  
Performance Management  
Professional Development  
Student Registration and Academic History  
Travel/Expense Accounts

#### **General Classes or Types of Records**

Annual Estimates, and Revised Estimates of School Boards  
Audited Financial Statements of School Boards  
Capital Grants Policy and Administration  
Combined University Student Information System and University Affairs Report (USIS-UAR)  
Enrolment Data for School Boards  
Financial Statements of Ontario universities and colleges.  
Formula Operating Grants Policy and Administration  
Manuals/Guidelines Governing the Distribution of Operating and Capital Grants to Universities and Colleges in Ontario.  
Municipal Assessment Data for School Boards  
Pupil Transportation Data for School Boards  
Statistics on Applications, Enrolments and Funding (for universities and colleges in Ontario).

#### **Manuals**

Capital Grant Plan (1979) for Ontario School Boards  
Manuals/Guidelines governing the distribution of operating and capital grants to colleges and universities in Ontario.  
School Business Memoranda  
Uniform Code of Accounts for Ontario School Boards

### **French Language Education Policy and Programs Team**

The French Language Education Policy and Programs Branch addresses needs of French-language schools in the areas of curriculum policy and program development of exclusive interest, French-language education governance, French-language services for pupils and teachers, the implementation of initiatives that foster equivalency and the conducting of reviews for accountability purposes. It also has responsibility for coordinating ministry policy for French-language education, setting priorities developing partnerships with the francophone education community and ensuring the application of the French Language Services Act.



The French Language Consultative Services provides teachers in French-language instructional units (FLIU) with direct curriculum and professional development services, ensuring the quality of French-as-first-language education through the provision of equitable and equivalency services in the areas of human, technical and pedagogical resources.

#### **Common Records**

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Performance Management  
Travel/Expense Accounts

#### **General Classes or Types of Records**

Assessment Instruments  
Associations (individual files)  
Branch General Correspondance  
Cultural Activities Program  
French-Language Consultative Services  
Full-Time Study Program  
Learning Materials Fund  
OAC - Assessment Instruments  
Professional Development Fund  
School Boards  
Service Files

### **French-Language Colleges Initiative Project Team**

This team plans, develops and co-ordinates the policy and liaison activities related to the establishment of the two French-language colleges: one in Northern Ontario and one in the Central-Southwestern region of the province. It supports the work of the Steering Committee on the French-Language Colleges Initiative and of the working groups which will be established. It also assists the restructuring efforts of the four bilingual colleges in the transition period until the opening of the new colleges scheduled for September 1995.

#### **Common Records**

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
Job Competitions and Applications  
Performance Management  
Professional Development

#### **General Classes or Types of Records**

Associations, Organizations, Various Committees, Interest Groups, Issues  
Federal Government and Other Provinces Files  
Human Resources Issues  
Personnel Files

### **French-Language Services Coordination Unit**

This team will be responsible for providing strategic advice and coordinating activities in support of the French Language Services Act and directing the development of policy to ensure effective delivery. It has the lead for identifying, assessing and ensuring that government and ministry priorities, stakeholder concerns and current trends and issues are effectively analyzed in terms of their impact on services to the French-speaking public and to francophone learners. It will make recommendations regarding the deployment of French-speaking staff to ensure that policies, programs and services meet the needs of francophones and comply with the French Language Services Act.

#### **Common Records**

Career Planning/Training  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
Grievances and Applications  
Job Competitions and Applications  
Professional Development  
Travel/Expense Accounts

#### **General Classes or Types of Records**

French-Language Services Contracts  
Simultaneous Interpreters Contracts

#### **Manuals**

French Language Services Act, 1986

### **Regional Services Review Team**

This team informs schools and school boards of ministry programs and policies about education and ensures that these policies are carried out. Responsibilities include supervising and inspecting special education and private schools, and providing assistance and support with capital, employment equity, religious education, teacher in-service, teacher certification and interpretation of legislation. Other responsibilities are: assisting, monitoring and auditing funding to boards; informing the ministry's central office about activities and issues in school systems; making recommendations for action and policy formulation; helping school boards develop means of implementing and reviewing their programs, offering program administration support and supervisory officer services to small boards; maintaining liaison with the public, universities, colleges, faculties of education, other ministries and related bodies; and administering programs and policies delegate to regional directors.

The team consists of seven regional offices. These are: Central Ontario Region, Eastern Ontario Region, Western Ontario Region, Midnorthern Ontario Region, Northeastern Ontario Region, Northwestern Ontario Region and Western Ontario Region.

## Common Records

Career Planning/Training  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Parking Records  
Performance Management  
Professional Development  
Tests, Examinations and Assessments  
Travel/Expense Accounts  
Workers' Compensation

## General Classes or Types of Records

Capital Tracking System  
Financial Files - School Boards  
Private School Files  
School and School Board General Correspondence

## Manuals

Employee Handbook  
Human Resources Secretariate Directives and Guidelines  
Internal Manual of Administration  
Private School Inspection Manual

## Personal Information Banks

### Alternative Education Program (AEP)

Location: Regional Services Review Team.Legal Authority: Education Act, General Legislative Grant Regulation.Information Maintained: Copy of letter from guardian/parent for assent to release personal inf, letter of approval, (final decision of In Lieu Of Committee), pupil information, pupil names.Uses: To approve specialized staffing for alternative education program ie: deaf, blind, and deaf/blind.Users: Staff of Regional Office, Provincial Schools, Special Education Branch.Individuals in Bank: Pupils and Specialized Staff.Retention and Disposal: Records Centre for 10 yrs after active life, then to archives.

### Experience Program

Location: Regional Services Review Team.Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.24(1).Information Maintained: Name, address, telephone number, sex, age, SIN, education.Uses: Determine eligibility of candidates to participate in program.Users: Program personnel, Education Officers in Regional Offices.Individuals in Bank: Secondary and post-secondary student applicants.Retention and Disposal: Current plus 2 years in Records Centre.

## Inspected Private Schools

Location: Regional Services Review Team.Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.16(1-9); R.R.O. 1990, Reg 301, s.1 to s.36.Information Maintained: Name, correspondence, courses of study, enrolment data, notice of intention to operate form, organization charts, private school inspection reports, record of private school visits, school timetables, school year calendars, september report, teachers' qualifications, teachers' timetables.Uses: Assist the Regional Office in the Evaluation and Inspection of Private Schools; grant or withhold schools' authority to issue diplomas; maintain data concerning the closure of private schools.Users: Staff of Regional Office, Minister's office, Anti-Racism, Equity and Access Division, and Legislation.Individuals in Bank: School Administrators.Retention and Disposal: Two years, then forwarded to archives for 8 years and culled.

## Letters of Eligibility

Location: Regional Services Review Team.Legal Authority: Education Act, Reg.297.Information Maintained: Correspondence, Teacher's name.Uses: To verify teacher qualifications from outside of Ontario.Users: Staff of the Regional Office, Registrar Services.Individuals in Bank: Teachers.Retention and Disposal: Undetermined.

## Letters of Permission

Location: Regional Services Review Team.Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.8(1)(10); R.R.O.1990, Reg. 297,s.50 (a), (b), (c) and (d).Information Maintained: Name, SIN, Qualification, Level of instruction, course codes, School and board name, year, effective dates, date of approval.Uses: Permit school boards to use an uncertified person in a teaching capacity.Users: Staff of Regional Office, school board offices.Individuals in Bank: Unqualified teachers.Retention and Disposal: Ten years, then destroy.

## Non-inspected Private Schools

Location: Regional Services Review Team.Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.16(1-9); R.R.O. 1990, Reg. 301 s.1 to s.36.Information Maintained: Correspondence, enrolment data, Notice of Intention to Operate form, school year calendars, september report.Uses: Maintain data concerning the staffing and enrolment of the school; maintain data concerning the closure of private schools.Users: Staff of Regional Office, Minister's Office, Anti-Racism, Equity and Access Division and Legislation.Individuals in Bank: School Administrators.Retention and Disposal: Two years and forwarded to archives for 8 years, then culled.

## Ontario Teacher Certificate Inspections

Location: Regional Services Review Team.Legal Authority: Education Act, Reg. 297.Information Maintained: Name of Teacher, correspondence.Uses: To verify teaching and/or administrative experience in Ontario for the purpose of obtaining an Ontario Teacher's Certificate (OTC).Users: Staff of the Regional Office, Registrar Services.Individuals in Bank: Teachers.Retention and Disposal: Undetermined.



### Personalized Special Instructional Equipment

Location: Regional Services Review Team. Legal Authority: Education Act, R.S.O. 1990, c.E.2 s.11(1); O. Reg. 98/88.

s.1. Information Maintained: Medical determination of need and of purchase requisition, ministry's determination of approval/denial, student's/school board name, date of application, date of birth, type of equipment requested, cost, board's opinions. Uses: Provide specialized equipment for classroom use. Users: Staff of regional office and school board officials. Individuals in Bank: Students. Retention and Disposal: Seven years, then destroyed.

### Temporary Letter of Approval

Location: Regional Services Review Team. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.8(1); R.R.O.1990, Reg 297, s.50(a) and (b). Information Maintained: Date of application and effective dates, teacher's name, school and board name, certification, SIN, positions. Uses: Permission to use a certified teacher in a specified area where addition credentials are not held. Users: Staff of Regional Office, school and ministry officials. Individuals in Bank: Teachers. Retention and Disposal: Ten years, then destroy.

## **Public Records**

### Ministry of Education and Training Regional Directory

Purpose: To provide information concerning school boards, schools and programs. Legal Authority: Education Act, R.S.O. 1990, c.E.2. Information Maintained: Care and treatment facility contact information, private school contact information, program council contact information, regional office staff names, school board contact information, school contact information, schools for the developmentally challenged contact information, statistical summary. Retrievability: Name of Organization. Retention and Disposal: Updated annually. Access Procedures: By request.

### Regional Office Responsibility List

Purpose: To state the portfolios of each Education Officer. Legal Authority: Education Act, R.S.O. 1990, c.E.2. Information Maintained: Names of Education Officers, assigned portfolios. Retrievability: Name of Education Officer and/or name of portfolio. Retention and Disposal: Updated annually. Access Procedures: By request.

## **School Boards Restructuring Initiatives Project Team**

Under Development - no information available at this time

## **Teacher and Student Information Services Unit**

The Teacher and Student Information Services Unit consists of the evaluation and teacher information section, the student information section and administrative support for the Teacher Education Council, Ontario (TECO). The first determines

teacher eligibility for certification and equivalent standing, updates qualifications; issues teaching documents and produces statistical reports. The second collects, maintains, analyzes, and disseminates data on secondary school students in Ontario; issues student transcripts and duplicate diplomas for closed private schools; determines eligibility for an Ontario Scholarship; issues diplomas; administers private scholarships; and produces statistical reports. TECO advises the Minister of Education, and Training on all aspects of teacher education.

### **Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Scholarships and Awards

### **General Classes or Types of Records**

Educator Database  
Out of Province Educator Tracking System  
Reference Library  
Student Information System  
Student Records Prior to 1968 and Ontario Scholar Diplomas  
Teacher Education Council, Ontario  
Teacher Files  
Teacher Information System

### **Manuals**

Student Information System: Instructions

## **Open Learning and Training Development Services Division**

This division provides a new focus on open learning and training. The division will include the jobsOntario Training program, labour market policy, program and planning support to government's relationship to OTAB (the Ontario Training and Adjustment Board) and other non-institutional initiatives that reinforce the twin goals of social policy and economic renewal such as the open learning system project.

The Independent Learning Centre is in this division. The division ensures partnership activities with the schools, colleges and universities, and organizations such as TVOntario, private vocational schools and new community partners.

Working with the other divisions, a key priority is to explore and establish new and innovative strategies for life-long learning; strategies with a special emphasis on technology that respond to the diverse needs of life-long learners. Technology will be an essential tool for supporting change and developing partnerships with our stakeholders.

Division responsibilities include:

- Independent Learning Centre



- jobsOntario Training
- Labour Market Policy
- OTAB linkages:
- Government negotiation of direction and funding
- Ongoing liaison and response to board advice
- Ex-officio representation on governing body
- Aboriginal Intergovernmental Committee on Training
- Private vocational schools.

## Independent Learning Centre

The Independent Learning Centre (ILC) provides distance education courses in English and French for Ontario residents who wish to complete their secondary school education, improve their basic skills or study for personal development. These courses are available free of charge to Ontario residents. A variety of secondary school courses are offered. Courses may be started or completed, and certificates and diplomas awarded, at any time of the year.

The ILC also offers a non-credit adult basic education program, including English as a Second Language and literacy courses. An elementary program is provided only for children who are unable to attend school due to extended illness, distance from school or temporary residence outside Ontario.

For more information, request the "Student Guide" by phoning, writing or visiting the Independent Learning Centre. All services are offered in both official languages in Toronto and Sudbury.

### Manuals

Experience Program (summer job service for students)  
 Independent Learning Centre - Associate Teacher Handbook  
 Independent Learning Centre - Author's Manual  
 Independent Learning Centre - Course Guide  
 Independent Learning Centre - Identifiable Group Facilitator Handbook  
 Independent Learning Centre - Institution Liaison Handbook  
 Independent Learning Centre - Sales Catalogue  
 Independent Learning Centre - Student Guide  
 Ontario Basic Skills/Ontario Basic Skills in the Workplace

### Personal Information Banks

#### Associate Teacher Records

Location: Independent Learning Centre. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.8(1). Information Maintained: Teacher's name, associate teacher number,

education, employment history, home and school addresses and telephone numbers, qualifications, references, students' and education officers' opinions of the teacher. Uses: Record eligibility for employment; teacher assessment; record terms of agreement. Users: Branch education officers. Individuals in Bank: Teachers working under agreement as associate teachers, test supervisors, teletutors. Retention and Disposal: Seven years after termination, then destroyed.

#### Independent Learning Centre - Student Records

Location: Independent Learning Centre. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.8(1). Information Maintained: Name, address, age, education, employment status, marital status, medical information, national origin, sex, student number, student tests, telephone number, transcripts. Uses: Determine eligibility for enrolment; evaluate requirements for secondary school diploma. Users: Branch administrative staff, Registrar Services Unit staff. Individuals in Bank: Individuals enrolled in the Independent Learning Centre program. Retention and Disposal: Information retained on line for three years after final activity; archived record of marks retained on site for 55 years, then destroyed.

## Jobs Ontario Training

Jobs Ontario Training (JOT) is a unique, three-year, job creation and training program of the Ontario Government that helps train long-term unemployed workers in new jobs and assists employers to create new positions in their workplaces. The program is delivered at the local level by community brokers.

### Common Records

Career Planning/Training  
 Central Attendance Recording System (CARS)  
 Co-op, Work Term, Final Job Placements  
 Day Care Registrants  
 Employee Personnel, Payroll and Benefits Records  
 Employment Application Inventory  
 Employment Equity Program  
 Freedom of Information and Protection of Privacy Act Requests  
 General Employment History and Payroll Information  
 Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
 Job Competitions and Applications  
 Litigation Files  
 Parking Records  
 Performance Management  
 Professional Development  
 Tests, Examinations and Assessments  
 Travel/Expense Accounts  
 Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Administration  
 Communications  
 Employer Data Bank  
 Finance

General Services  
Human Resources  
Management and Policy  
Program Delivery - Brokers  
Program Delivery - Components

## Manuals

JOT Communications Manual  
JOT Systems Reference Manual  
Operational Guidelines for Brokers

## Personal Information Banks

### Applicant Data Bank

Location: Jobs Ontario Training. Legal Authority: JOT was created by the Ontario government through its Cabinet prerogative under the Executive Council act. Information Maintained: Name, addresses, availability for shift work, birth date, child care arrangement information, driver's licence type, education information, eligibility, employment equity (includes racial origins and disability codes), gender, identification number, language, marital status, number of dependants, participant status including job placement(s), phone number, pre-employment training courses, professional trade qualification, social welfare case number (if applicable), source of referral, vehicle, work history. Uses: Tracking of applicants, courses, employers and positions to facilitate the matching process between positions and applicants. Statistical analysis and compilation for program evaluation purposes. Users: JOT and JOT Broker staff. Individuals in Bank: Participants who had registered with the JOT programme. Retention and Disposal: Until September 1995 (or the end of the programme) then archived for an additional 7 years.

## Open Learning Partnership

The Open Learning Partnerships Team is responsible for the Ministry of Education and Training's (MET) relations with the Ontario Training and Adjustment Board and Private Vocational Schools and for leadership within MET for labour market policy and advanced training. It is responsible for the framework for policies and programs related to open learning and distance education.

## Common Records

FUTURES Program Applicants and Participants  
Student Appeals (disciplinary, administrative, academic)

## General Classes or Types of Records

Bond Files with Data on School's Revenue and Assets  
Partnership Profiles (profile of partnerships between colleges and universities and other sectors)  
Registered Program Files with data on curriculum  
Registration Forms with data on programs and instructors  
Registration/Application Forms with details on ownership and financing

Report of the Task Force on Advanced Training to the Minister of Education and Training (Walter Pitman)  
Student Complaint Files

## Training Policy, Special Projects and Evaluation

Under development - no information is available at this time.

## Organization Development and Services Division

The Organization Development and Services Division provides organization development, financial, audit, administration, technological, and library services to the ministry, as well as information technology services to school boards.

## Common Records

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Professional Development  
Travel/Expense Accounts

## General Classes or Types of Records

Budget Files  
Correspondence Files  
Ministry Reorganization Files

## Library

The Ministry of Education and Training (MET) Library, Organization Development and Services Division, develops and accesses information resources and provides library and information services to Ministry of Education and Training staff only. The MET Library operates a reading room offering public access to Freedom of Information materials of the ministry.

## Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Library Users Lists  
Performance Management

Professional Development  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### **General Classes or Types of Records**

Correspondance files  
Financial Records  
Library Operation Files  
Newsclipping Files  
Personnel Files  
Services and Administration Files

### **Audit Services**

The Audit team provides comprehensive reviews and conducts special assignments for the Ministry of Education and Training. The team provides advisory services for the ministry's management. It evaluates and reports on efficiency, economy and effectiveness of the financial, management and information technology systems, controls and practices governing the activities of the ministry. These activities assure senior management of compliance with policies and procedures, and provide verification of the integrity and documented support for financial management decisions.

### **Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
General Employment History and Payroll Information  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Parking Records  
Performance Management  
Professional Development  
Travel/Expense Accounts

### **General Classes or Types of Records**

Administration Files  
Audit Report Files  
Briefing Note Files  
Budget/Finance Files  
Correspondence Files  
General Services Files  
Human Resources Files  
Policy Files

### **Manuals**

Internal Audit

### **Central Administration Project**

The Central Administration Project provides services to the ministry in the area of purchasing of goods and services,

production of publications, printing, duplicating, mail and distribution services, records management, and clerical and administrative support to the division. This project unit liaises with Management Board Secretariat, Corporate Contracting Services to coordinate the purchasing of commonly used supplies.

### **Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Library Users Lists  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### **General Classes or Types of Records**

Accommodation Records  
Administration Files  
Branch Human Resources Files  
Briefing Notes Files  
Budget and Financial Related Files  
Correspondance Files  
Division Resource Files  
Mail Distribution Related Files  
Policy and Procedure Files  
Publishing Files  
Purchasing Files  
Records Management Schedules  
Records Retention Schedules  
Reproduction Files  
Resource Distribution Files  
Supply and Services Files  
Tenders and Associated Files

### **Manuals**

Records Management Handbook  
Records Schedule Index  
Style Guide for Editors and Writers of Ministry Publications

### **Corporate Services and Accounts Team**

The Corporate Services and Accounts Team is responsible to clients in advice, payments of invoices and transfer payments and acceptance of journal entries; to employees in payroll, travel reimbursements, human resources services and benefits counselling; to ministry programs in advice and assistance regarding business practices and accountability, and clear and



concise management and financial information; to the corporatation in reports and information support of projects, and special assignments.

The team is also responsible for maintaining the ministry's Financial Information System (FIS) and the Human Resources Information System (HRIS), and to make it more easily accessible. In conjunction with other teams, Corporate Services and Accounts designs improved information models that will serve all ministry teams with resource information. The team also directly provides or assists other teams in providing and exceeding, central agencies' information requirements.

The team leads the Organization Development and Services Division in the development and implementation of a team model which will provide an effective and quality delivery or services. The team contributes to and guides central agencies' decisions on financial and human resources information systems to ensure that the systems operate at the corporate and ministry levels in the most effective and efficient manner possible.

#### **Common Records**

Central Attendance Recording System (CARS)  
General Employment History and Payroll Information  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Performance Management  
Travel/Expense Accounts

#### **General Classes or Types of Records**

Administrative Files  
Branch Human Resources Files  
Briefing Files  
Contracts (supplier and consultant)  
Correspondance (Internal and External) Files  
Financial Branch Related Files  
Miscellaneous Grants (special grants for educational purposes)  
Pay Practice Reports  
Policy and Procedure Files  
Transfer Payment History  
Year-End Public Accounts (preliminary reports/final statements)

#### **Manuals**

Financial Information and Accounting

#### **Personal Information Banks**

Combined University Student Information System and University Affairs Report (USIS-UAR)

Location: Corporate Services and Accounts Team.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; Statistics Act (Canada), 1970-71, c.15.Information Maintained: Social insurance number (when provided), student identification code, citizenship/legal status in

Canada, date of birth, formula grant indicators, geographic source of student, institution attended, marital status, mother tongue, registration and program, sex.Uses: Determine allocation of formula operating grants to eligible Ontario universities; prepare summaries for management and planning purposes.Users: Ministry staff, Statistics Canada, reporting post-secondary institutions.Individuals in Bank: Students enrolled in programs/courses in provincially assisted Ontario universities.Retention and Disposal: Not determined.

#### **Contract Payroll**

Location: Corporate Services and Accounts Team.Legal Authority: Public Service Act, R.S.O. 1990, c.P.47; R.R.O. 1990, Reg. 977, s.7(1)(a) and (b).Information Maintained: Name, social insurance number, applicable deductions, branch, date of payment, general correspondence, other pertinent data, rate of pay.Uses: Maintain employment record; respond to inquiries.Users: Managers of branches with contract employees, Human Resources staff.Individuals in Bank: Individuals with a fee-for-service contract with the ministry.Retention and Disposal: Six years, then destroyed.

#### **Ontario Colleges of Applied Arts and Technology (CAAT) Applications System**

Location: Corporate Services and Accounts Team.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Name, application type, citizenship status, date of birth, education and college area, first/second/third college and program choice indicators, postal code, sex.Uses: Monitor community college applicants for management and planning purposes.Users: Ministry staff, reporting post-secondary institutions.Individuals in Bank: Applicants to Ontario Colleges of Applied Arts and Technology.Retention and Disposal: Paper - one year, then destroyed; computer - not determined.

#### **Freedom of Information Unit**

The Information and Privacy Coordinator is responsible for compliance to the Freedom of Information and Protection of Privacy Act within the Ministry of Education and Training, its regional offices and affiliated agencies. This office responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to collecting and releasing information. A public reading room for the review of manuals and other information is available during regular office hours on the thirteenth floor of the Mowat Block.

#### **Common Records**

Freedom of Information and Protection of Privacy Act Requests

#### **General Classes or Types of Records**

Computer Matching of Personal Information  
Confidentiality Agreements  
Delegation of Authority  
ESR - Employment Systems Review

## General Files

MET Privacy Agreements

Research Agreements

Revenue

Universities and Freedom of Information and Privacy Act

Young Offenders Act

## Manuals

FOI Tracking System Manual, Vol. 2.0

Freedom of Information Administration

Freedom of Information and Privacy Administration Manual

Freedom of Information and Privacy Procedures Manual

## Personal Information Banks

Freedom of Information Access Requests

Location: Freedom of Information Unit. Legal Authority:

Freedom of Information and Protection of Privacy

Act. Information Maintained: Names, addresses and nature of request. Uses: To process access to information access requests. Users: Freedom of Information Office staff. Individuals

in Bank: Requesters. Retention and Disposal: Undetermined.

## Organization Development Team

The Organization Development Team provides consultative services in the areas of staff orientation, staffing and compensation, staff relations, organization development, team building, business analysis, innovation and design, reengineering, training and development, health and safety, and well being. The team also provides accommodation and building services.

The Human Resources Consultant Group provides consultative services relating to organization development, helping assess organizational requirements, identifying appropriate organizational change strategies and working closely with MET teams to implement innovative redesign/re-engineering plans. This group also provides advisory services relating to staffing, compensation, classification and staff relations.

The Innovation and Design Group provides consultative services to all parts of MET related to the development and implementation of innovative business, redesign and re-engineering initiatives in supporting customer service improvement and restructuring initiatives.

The Training and Development Group assists all parts of MET to assess their staff training and development needs and identify appropriate learning strategies and programs. This group also provides leadership in the development and coordination of in-house learning programs, and promotes and coordinates workplace discrimination and harassment prevention.

The Health and Safety/Labour Relations Group provides coordinating and consulting services in the areas of health and safety and staff relations.

The Facilities Management Services Group provides accommodation planning, design and building services to MET staff. This group also provides telecommunications and corporate asset management services.

## Common Records

Career Planning/Training

Central Attendance Recording System (CARS)

Employment Application Inventory

Employment Equity Program

Grievances and Applications

Identity/Employee Card

Job Competitions and Applications

Ombudsman/Human Rights Commission

Parking Records

Workers' Compensation

Workplace Discrimination and Harassment Prevention Program

## General Classes or Types of Records

Academic Collective Agreement, Distribution Data of Staff,

Level of Qualification, Salaries, Allowances

Affirmative Action/Employment Equity Reports by Abella

Categories, by College and for System

Branch Administration

Briefing Notes and Related

Budget and Financial Related

Collective Bargaining Records

Correspondance Related

Index of Arbitration Awards

Policy Related

## Manuals

Documentation

## Provincial Schools Project

The Provincial Schools Project advises the Minister on the day-to-day operation of the provincial and demonstration schools. Liaison is provided with professional and parent associations, and government agencies regarding programs and services for exceptional pupils. The provincial schools also provide resource services to pre-school children and their families and consultative services to school boards. The demonstration schools provide in-service teacher education and consultative services to school boards.

## Common Records

Board of Governors Membership

## Manuals

Advocates Handbook - for students in Provincial and Demonstration Schools

Policy and Procedures Manual

## Resource Policy and Planning Team

In cooperation with clients and peers, Resource Policy and Planning provides an integrated and comprehensive approach for corporate resource planning and policy development, in support of ministry strategic directions and operational requirements in the areas of Human Resources, Financial Management,

Information and Technology, Administration.

Resource Policy and Planning provides consultation regarding the impact/implications of issues, trends, policies and business proposals relating to corporate resources and communicate conclusions reached to the ministry.

In consultation with clients and peers, Resource Policy and Planning identifies opportunities to streamline or re-engineer ministry business processes in the following areas: management of corporate resources (human, fiscal, and technology); organizational change (e.g., strategic directions, the transition to a learning organization, self directed work teams); access to, and management of, information.

Resource Policy and Planning coordinates the Accountability for Results initiative for the ministry.

Resource Policy and Planning also coordinates the development of information technology standards, security and strategies to support the management of information and technology resources.

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
General Employment History and Payroll Information  
Identity/Employee Card  
Performance Management

### General Classes or Types of Records

Career Assignment Program  
Human Resources Council  
Human Resources Information System  
Issue Management (Media/MPP Contact Report)  
Moveable Assets  
Ontario Systems Council  
Ontario Training and Adjustment Board  
Order Paper Questions - Legislature  
Productivity Savings

### Manuals

Internal Manual of Administration  
Management Board Directives and Guidelines  
Redeployment/Relocation Guidelines

## School Board Information Technology Branch

This branch services members of the Educational Computing Network of Ontario (ECNO), which is a cooperative of school boards that share administrative application software, application support and technical support. The systems marketed, developed, maintained and supported by the branch deal with student administration for elementary and secondary schools, special education, payroll/personnel, financial management, assessment management, student transportation planning and management, enrolment projection, grants calculation and audio/visual booking. The branch is also responsible for distributing and supporting the Oracle Data Base Management System and operating a data communication network which connects most Ontario school boards and the Ministry of Education and Training for educational and administrative purposes.

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
General Employment History and Payroll Information  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Parking Records  
Performance Management  
Professional Development  
Travel/Expense Accounts

### General Classes or Types of Records

Administrative Files  
Briefing Notes  
Budget and Branch Financial Information  
Correspondance  
ECNO (Educational Computer Network of Ontario) Files  
Human Resources Related  
Policy, Procedures, Guidelines  
Program Delivery Files  
Purchasing Files

### Manuals

ECNO Software Application Manuals (various)

## Technology Project

The Technology Project (325-2246) is responsible for strategic, tactical and operational planning of the ministry's information technology, as well as investigation, research, development and implementation of new advanced technologies. The project provides consulting services and distributed computing support and training, and prepares business cases and opportunity assessments on behalf of individual branches.



Through the Technology Information Centre (325-4357), the use of distributed computing and application software packages is promoted, and training programs in the use of computers and application software are conducted. The project also provides effective, economical and relevant data processing services to users within the ministry.

The Systems Development and Support Section (325-2286) offers systems development and maintenance, and systems technology consulting services.

The Operations Services Section (325-2347) provides computer operations, data control and data entry.

The Network Support Group (325-2270) is responsible for network design, planning, implementation and support. The group also supports most of the ministry's electronic mail, mainframe communications and communications specific to the Ontario government's Multi-Protocol Router network. In addition, the group provides technical advice on the acquisition of any computing technology to be used in the ministry or to be connected to the ministry's network.

#### **Common Records**

Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Grievances and Applications  
Job Competitions and Applications  
Travel/Expense Accounts

#### **General Classes or Types of Records**

Acquisition Files  
Administrative Files  
Audit Related Files  
Budget and Financial Related Files  
Correspondance Files  
Educational Computing Network of Ontario (ECNO)  
Minutes of Meetings/Committees  
Personnel Files  
Procedure Files  
Product Support Group  
School Board System Services  
Student Guidance Information System  
Survey Related  
Template Files (Human Resources and Labour Relations)

#### **Manuals**

System Standards

### **Policy, Priorities and Curriculum Development Division**

This division will lead and promote change in education and training, and ensure that policy, legislation, research,

curriculum, agreements, standards, accountability frameworks and funding are coordinated to best serve Ontario learners. It is responsible for coordinating the overall corporate planning and strategic direction of the ministry. The division draws extensively upon staff and knowledge in other parts of the ministry so that strong partnerships are established between policy development and implementation. It develops initiatives cooperatively with other divisions until they can be transferred to those divisions for implementation. In order to ensure an integrated approach to policy and funding, the estimates process will be coordinated by this division.

The division has responsibility for key areas of curriculum development and renewal, special education, learning assessment and teacher education. It identifies and makes known the latest research and knowledge available provincially, nationally and internationally in education and training so that all parts of the ministry may benefit from the knowledge and experience gained elsewhere. This division is also responsible for intergovernmental relations and aboriginal education.

With a strong commitment to implementation and change strategies, this division works closely with colleagues in other ministries (including the Premiers' Councils) and partners in schools, colleges, universities and the community to develop and work toward a shared vision of life-long learning.

Division responsibilities include: co-ordination and development of broad policy direction; strategic planning; research support and co-ordination, and statistical services; long-term funding policy - operating and capital, including elementary and secondary finance reform; estimates co-ordination; Cabinet committee co-ordination; issues management;

legislation and legal services; liaison (interministry and stakeholder, including Premier's Council);

Intergovernmental and international relations,

including the Forum of Labour Market Ministers and

Council of Ministers of Education, Canada.

The division is also responsible for development and administration of accountability mechanisms;

elementary and secondary curriculum development

(including learning materials assessment); elementary and secondary learning assessment; special education;

computers across the curriculum; early childhood education/child care; aboriginal education; teacher education policy; teacher pensions; post-secondary restructuring.

### Common Records

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Travel/Expense Accounts

### Corporate Policy Leadership

The Corporate Issues and Planning Unit monitors and tracks contentious issues and coordinates corporate planning across the ministry (325-2661).

The Policy and Legislation Unit provides corporate policy services to the ministry and coordinates policy and legislative review. Connections to Cabinet Office and key policy staff in other ministries are maintained and policy briefings are provided to the Deputy Minister and the Minister to support Cabinet decision making.

The Legal Services Unit provides the ministry with legal services in all areas of education law, including giving advice on policy as it is being developed; drafting legislation and regulations to implement ministry policy; interpreting legislation and regulations; preparing and reviewing other legal documents. The unit is responsible to the Ministry of the Attorney General.

Statistical Services Unit provides statistical information, data management, and analytical services in support of the Ministry's policy priorities. This unit gathers, validates and analyzes data on school boards and schools (325-2693/2700), and produces statistical publications.

### Common Records

Board of Governors Membership  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Litigation Files  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Board Of Governors  
Legislation  
Policy Project Files

### Manuals

Internal Manual of Administration (selected administrative/financial policies/procedures for ministry-wide services)  
Management Board of Cabinet Guideline and Directives

### Personal Information Banks

#### Board/School Identification Data Base

Location: Corporate Policy Leadership. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.11. Information Maintained: Principal's name, degree, location, school, board, municipality, count, social insurance number, county, regional identification data. Uses: To identify open and closed schools in Ontario. Users: Ministry Management, school board staff. Individuals in Bank: Principals. Retention and Disposal: Twenty-six years, then to archives.

#### Boards of Reference

Location: Corporate Policy Leadership. Legal Authority: Legal Authority - Education Act, R.S.O. 1990, c.E.2, section 268-277, s.s 11(1). Information Maintained: Correspondence, legal documentation re termination of a teachers contract, application to a Board of Reference, submissions. Uses: Coordinates the Minister's position with respect to the termination of permanent teachers' contracts by school boards. Users: The Minister, legal counsel for the ministry, and ministry management. Individuals in Bank: Permanent teachers whose contracts have been terminated. Retention and Disposal: Thirty years, then to archives.

#### Ombudsman

Location: Corporate Policy Leadership. Legal Authority: The Ombudsman's Act. Information Maintained: Correspondence, legal documentation concerning the Ombudsman, submission. Uses: Complaints against the Minister of the ministry, which are filed with the Ombudsman. Users: The Minister, legal counsel for the ministry and ministry management. Individuals in Bank: Persons who have filed complaints with the Ombudsman. Retention and Disposal: Thirty years, then to archives.

#### School Board Report

Location: Corporate Policy Leadership. Legal Authority: Legal Authority - Education Act, R.S.O. 1990, c.E.2, s.11. Information Maintained: Name, area of responsibility, degree, English/French, location, sex, social insurance number. Uses: To collect information from school boards annually for analysis purposes. Users: Senior ministry officials. Individuals in Bank: Supervisory officers, other professional staff employed by school boards. Retention and Disposal: Twelve years, then to archives.

#### School Board Trustees

Location: Corporate Policy Leadership. Legal Authority: Education Act, R.S.O. 1990 c. 2, s.11. Information Maintained: School board trustee lists, updated directories. Uses: To identify



elected trustees by Municipalities. Users: Ministry officials. Individuals in Bank: Trustees and Chair. Retention and Disposal: Twenty years, then to archives.

#### Teachers' Certificates - Suspension/Cancellation/Reinstatement

Location: Corporate Policy Leadership. Legal Authority: Education Act, R.S.O. 1990, c.E.2, 8(1), 13. Information Maintained: Correspondence, legal documentation concerning suspension, cancellation, or reinstatement of teachers certificates, submission. Uses: Coordinates the Minister's position and response to de-certification and reinstatement matters. Users: The Minister, legal counsel for the ministry, and ministry management. Individuals in Bank: Teachers whose qualifications are under review. Retention and Disposal: Thirty years, then destroyed.

#### Teaching Staff Report

Location: Corporate Policy Leadership. Legal Authority: Legal Authority - Education Act, R.S.O. 1990, c.E.2, s.11. Information Maintained: Name, Date of birth, Social Insurance Number, Various indicators, Years of teaching experience, language of instruction. Uses: Analysis of information, aggregate data used in answering information requests, establishing years of teaching experience of teachers, preparing summaries for management and planning purposes. Users: Registrar, Teacher and Student Information Services Unit, Corporate Policy Leadership Team. Individuals in Bank: Teachers, department heads, consultants, principals, vice-principals and employees in schools. Retention and Disposal: Twenty years, then to archives.

### **Curriculum and Assessment**

The purpose of the team is to develop policies, programs and procedures that will support the provision of quality education programs in Ontario elementary, secondary and post-secondary institutions. It will provide leadership in: elementary and secondary curriculum development; the evaluation and procurement of learning materials for elementary and secondary schools; the establishment and administration of programs to assess student achievement and program effectiveness; and the provision of support for post-secondary program policy.

### **Intergovernmental and Global Relations**

This branch initiates and coordinates activities in international post secondary education and research for the Ministry and its clients; assists the development and implementation of policies and programs relating to international post-secondary education through liaison with appropriate government departments, agencies and non-governmental organizations (963-0874).

The branch provides operational support for training purchase arrangements under the Canada-Ontario Labour Force Development Agreement (COLFDA), and policy support in areas of training and human resources development involving the federal and other provincial governments (967-8444).

In addition, the branch liaises with the Council of Ministers of Education, Canada (CMEC) and the Forum of Labour Market Ministers (FLMM), with ministries responsible for education and training in other provinces and with federal departments and agencies.

#### **General Classes or Types of Records**

Agreement to Enhance the Employability of Social Assistance Recipients and Appendices Cabinet Submissions  
Canada-Ontario Labour Force Development Agreement, Schedule, Annex and Appendices Letters of Agreement Ministry/CAAT contracts Ministry/Sec  
Cabinet Submissions  
Canada-Ontario Labour Force Development Agreement, Schedule, Annex and Appendices  
Letters of Agreement  
Ministry/CAAT Contracts  
Ministry/Sector Contracts  
Ministry/University Contracts  
Operational Plans  
Records and Reports (re Colleges of Applied Arts and Technology seat purchases)  
Research, Reports and Statistical Information  
Special Studies and Projects  
Strategic Directions  
Training Purchase Plans

#### **Manuals**

Annual Direct and Indirect Purchase Plan  
Directory of Training Courses in Ontario

### **Program Policy Support**

The Policy Program Support Team undertakes policy development and reviews policy/program areas identified corporately as requiring attention to meet government directions and the Ministry of Education and Training's strategic goals.

Major policy/program areas include special education (416-325-2777), teacher education (416-325-4329) and native education (416-325-2807).

#### **Common Records**

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts

#### **General Classes or Types of Records**

Native Education  
Special Education  
Teacher Education



## Manuals

Special Education Information Handbook, 1984

## Personal Information Banks

Certificate Review Advisory Committee - Statement of Teachers' Certificates

Location: Program Policy Support. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.8(1)13. Information Maintained: Correspondence, submission, psychiatric reports, legal documentation concerning suspension, cancellation and reinstatement of teachers' certificates, Certificate Review Advisory Committee reports to the Minister. Uses: Advise Minister on reinstatement of teachers' certificates. Users: Legal counsel for the ministry and ministry management. Individuals in Bank: Persons whose teachers' certificates have been suspended or cancelled and who have applied to the Minister for reinstatement. Retention and Disposal: Seventy-five years, then destroyed.

Special Education Tribunals

Location: Program Policy Support. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.36. Information Maintained: Correspondence, applications, pupil psychological, medical, academic data. Uses: Make decision on identification and placement of exceptional pupils. Users: Legal counsel for the ministry and ministry management. Individuals in Bank: Pupils who disagree with a school board's identification and placement decision and who have applied for a Special Education Tribunal hearing to resolve dispute. Retention and Disposal: Forty years, then transferred to Ontario Archives.

Supervisory Officers' Oral and Written Examinations

Location: Program Policy Support. Legal Authority: Education Act, R.S.O. 1990, c.E.2; R.R.O. 1990, Reg. 309. Information Maintained: Name, telephone number, social insurance number, employment history, education. Uses: Determine eligibility of candidates. Users: Staff of Program Policy Support Team. Individuals in Bank: Candidates for supervisory officers' examinations. Retention and Disposal: Ten years, then transferred to Ontario Archives.

## Schools/Colleges Project

The Schools/Colleges Project Secretariat is responsible for recommending action and policies to improve the secondary school/college linkages throughout the province.

## General Classes or Types of Records

Multilevel Courses

Ontario Scholarships

Ontario Secondary School Diplomas

## Manuals

Special Project Fund

## Strategic Alliances

Current under development - no information available.

## Strategic Funding

In creating the Ministry of Education and Training, the government sought a new vision of the education system in Ontario. For the vision to be realized, new ways of viewing education and new behaviour on the part of those in the system will be required. To achieve this, the government has a range of techniques at its disposal including moral suasion, policy, legislation and regulation. One of its largest and most effective tools, however, is the \$9 billion in grants it provides to educational sectors. For funding to become an effective tool in achieving change, it will take a conscious and deliberate effort to have grants and granting systems support the policy directions the ministry develops.

It is the mission and purpose of the Strategic Funding Team to see that this is done.

## Agencies

### Aboriginal Education Council

The Aboriginal Education Council (AEC), established by Order-in-Council in 1991, identifies and assesses current and emerging post-secondary educational issues within the aboriginal community in order to recommend policy proposals. It also examines policy proposals referred to it by the Minister to evaluate their impact on aboriginal education. AEC is responsible for advising the Minister on the planning and the development of aboriginal services and programs at the university and college levels. The council maintains a liaison with the Ontario Council of Regents, the Ontario Council on University Affairs and the Advisory Committee of Francophone Affairs. A small research staff supports the work of the council.

## Manuals

Internal Manual of Administration

### Academic Advisory Committee

The committee advises the Ontario Council on University Affairs on the funding of new graduate and professional programs offered by the universities.

## **Advisory Committee On Deaf Education (ANGLOPHONE)**

## **Advisory Committee On Deaf Education (FRANCOPHONE)**

## **Advisory Committee of Francophone Affairs**

The Advisory Committee of Francophone Affairs (ACFA), established by Order-in-Council in 1991, identifies and assesses current and emerging post-secondary educational issues within the French language community in order to recommend policy proposals. It also examines policy proposals referred to it by the Minister to evaluate their impact on post-secondary French language education. ACFA is responsible for advising the Minister on the planning and the development of French Language Services and programs at the university and college levels. The committee maintains a liaison with the Ontario Council of Regents, the Ontario Council on University Affairs and the Council for Franco-Ontarian Education. A small research staff supports the work of the Committee.

## **Advisory Council On Special Education**

The Advisory Council on Special Education helps ensure that the ministry's work in special education is tailored to specific needs of that field. The council represents parents, professionals and school board associations such as the Ontario Association for Community Living, the Learning Disabilities Association of Ontario, the Ontario Association for Bright Children, the Easter Seal Society, the Council for Exceptional Children, the Ontario Council for Administrators of Special Education, Ontario Association of the Deaf, Views for the Visually Impaired, Ontario Association of Children's Mental Health Centres, Ontario Association of Speech-Language Pathologists and Audiologists, the Ontario Advisory Council for Disabled Persons, the Ontario Psychological Association, the Ontario Association of Professional Social Workers, the Ontario Catholic Supervisory Officer's Association, the Ontario Association of Education Administrative Officials, the Ontario Separate School Trustees Association, Association française des Conseils Scolaires de l'Ontario, the Association des surintendants franco-ontariens, the Ontario Teacher's Federation and the Ontario Medical Association.

## **General Classes or Types of Records**

Annual Reports

## **Apprenticeship and Tradesmen's Provincial Advisory Committees**

The Advisory Committees include the following:

The Provincial Advisory Committee for the Trade of Air Cooled and Marine Engine Mechanic

The Provincial Advisory Committee for the Trade of Auto Body Repairer and Painter

The Provincial Advisory Committee for the Trade of Automatic Machinist

The Provincial Advisory Committee for the Trade of Automotive Machinist

The Provincial Advisory Committee for the Trade of Baker

The Provincial Advisory Committee for the Trade of Brick and Stone Mason

The Provincial Advisory Committee for the Trade of Chemical Process Operator

The Provincial Advisory Committee for the Trade of Construction Boilermaker

The Provincial Advisory Committee for the Trade of Construction Millwright

The Provincial Advisory Committee for the Trade of Cook

The Provincial Advisory Committee for the Trade of Electrician

The Provincial Advisory Committee for the Trade of Farm Equipment Mechanic

The Provincial Advisory Committee for the Trade of Fitter (Structural Steel/Platwork)

The Provincial Advisory Committee for the Trade of Fork Lift Truck Mechanic

The Provincial Advisory Committee for the Trade of General Carpenter

The Provincial Advisory Committee for the Trade of Glazier and Metal Mechanic

The Provincial Advisory Committee for the Trade of Hairstylist

The Provincial Advisory Committee for the Trade of Heavy Duty Equipment Mechanic

The Provincial Advisory Committee for the Trade of Hoisting Engineer

The Provincial Advisory Committee for the Trade of Horticulture

The Provincial Advisory Committee for the Trade of Industrial Electrician

The Provincial Advisory Committee for the Trade of Industrial Mechanic (Millwright)

The Provincial Advisory Committee for the Trade of Industrial Woodworker

The Provincial Advisory Committee for the Trade of Instrumentation Mechanic

The Provincial Advisory Committee for the Trade of Ironworker

The Provincial Advisory Committee for the Trade of Lineman

The Provincial Advisory Committee for the Trade of Motorcycle Mechanic

The Provincial Advisory Committee for the Trade of Motor Vehicle Mechanic

The Provincial Advisory Committee for the Trade of Packaging Machine Mechanic

The Provincial Advisory Committee for the Trade of Painter and Decorator

The Provincial Advisory Committee for the Trade of Plumber and Steamfitter

The Provincial Advisory Committee for the Trade of Precision Metal Machining

The Provincial Advisory Committee for the Trade of Radio and Television Service Technician

The Provincial Advisory Committee for the Trade of Refrigeration and Air Conditioning Mechanic

The Provincial Advisory Committee for the Trade of Sheet Metal Worker

The Provincial Advisory Committee for the Trade of Sprinkler and Fire Protection Installer

The Provincial Advisory Committee for the Trade of Truck/Coach Mechanic

The Provincial Advisory Committee for Trades Updating

The Provincial Advisory Committee for the Trade of Welder

### **General Classes or Types of Records**

Provincial Advisory Committees Membership Lists  
Sunset Review Files

### **Manuals**

Guidelines for Provincial Advisory Committees

## **Centres of Entrepreneurship Advisory Committee**

The mandate of this committee is to monitor the performance of the Centre of Entrepreneurship, to carry out the evaluation of the centres and to make recommendations to the Minister of Colleges and Universities regarding the future of the program.

### **Personal Information Banks**

Centres of Entrepreneurship Advisory Committee - Members' Biographical Material

Location: Centres of Entrepreneurship Advisory Committee. Legal Authority: Order-in-Council

2831/87. Information Maintained: Academic background, address, other biographical material re each member of the committee, employment history. Uses: Determine eligibility for appointment. Users: Ministry staff, minister's staff. Individuals in Bank: Potential members of the committee. Retention and Disposal: Ten years, then transferred to archives.

## **College Relations Commission**

The College Relations Commission was established in 1975 to oversee collective bargaining between the Ontario Council of Regents for Colleges of Applied Arts and Technology (CAATs) and the Ontario Public Service Employees Union, representing both academic and support staff. The commission monitors and assists in negotiations, supervises staff votes, and advises the Lieutenant Governor-in-Council when a strike or lockout is jeopardizing student education. The office administers the Colleges Collective Bargaining Act.

### **Common Records**

Co-op, Work Term, Final Job Placements  
Freedom of Information and Protection of Privacy Act Requests  
Grievances and Applications

### **Personal Information Banks**

Grievances of Academic and Support Staff of the Ontario Public Service Employees Union for College Employees

Location: College Relations Commission. Legal Authority: Colleges Collective Bargaining Act, R.S.O. 1990, c.C.15. Information Maintained: Awards of arbitrators, collective agreements. Uses: Review precedents and arbitral jurisprudence. Users: Commission members and staff, lawyers, students, unions. Individuals in Bank: Academic and support staff grievors of the Ontario Public Service Employees Union. Retention and Disposal: Two years, then transferred to archives.



## Education Relations Commission

The Education Relations Commission (ERC) was established in 1975 to administer the collective bargaining process and further harmonious relations between teachers and school boards. Activities include monitoring and assisting negotiations, supervising voting by teachers, providing a common database for collective bargaining and advising the Lieutenant Governor-in-Council when a strike or a lockout will jeopardize students' education.

### General Classes or Types of Records

Board Correspondence  
Financial  
General Administration  
Monitoring  
Personnel  
Quasi-Judicial  
School Board/Teacher Agreements

## Franco-Ontarian Education and Training Council

The council advises the Minister of Education and Training on all matters concerning Franco-Ontarians life-long education and training. The council is better known under its French acronym CEFO.

### Common Records

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Travel/Expense Accounts

### General Classes or Types of Records

Correspondence  
Council Meeting Minutes

### Manuals

Education et besoins des Franco-Ontariens: Le diagnostic d'un système d'éducation, Vol. 1 et Vol. 2  
L'éducation Française en Ontario à l'heure de l'immersion

## Languages of Instruction Commission of Ontario

The Languages of Instruction Commission of Ontario was established to help resolve disputes over the provision of education programs in the language of a French or English minority group. The commission intercedes in conflicts between school boards and their language advisory committees, and groups of rate payers.

### Common Records

Board of Governors Membership

Litigation Files  
Travel/Expense Accounts

## Ontario Council On University Affairs

Established by Order-in-Council in 1974, the Ontario Council on University Affairs (OCUA) advises the Minister of Education and Training and the Lieutenant Governor-in-Council on funding requirements, allocation of funds, graduate and professional program approvals, Ontario Graduate Scholarship funding and any other matters pertaining to the university system. OCUA acts as an intermediary between the provincial government and the 22 provincially assisted universities and related institutions, and the Ontario Institute for Studies in Education. The council is composed of a full-time chair, a part-time vice-chair and 19 members who serve on a part-time basis. A small staff supports the work of the council.

### Common Records

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Research Files  
University Restructuring Steering Committee Files

### Personal Information Banks

Academic Advisory Committee - Members' Curricula Vitae  
Location: Ontario Council On University Affairs.  
Legal Authority: Order-in-Council 1805/82.  
Information Maintained: Committee members biographical information: current/past education, publication record, scholarly activities.  
Uses: Provide information on committee's composition.  
Users: Council staff.  
Individuals in Bank: Committee members.  
Retention and Disposal: Twenty years, then transferred to archives.

### Ontario Council on University Affairs - Members' Personal Records

Location: Ontario Council On University Affairs.  
Legal Authority: Order-in-Council 2477/74.  
Information Maintained: Council members biographical information: current/past education, publication records, other.  
Uses: Provide information on council's composition.  
Users: Council staff.  
Individuals in Bank: Council members.  
Retention and Disposal: Twenty years, then transferred to archives.

## University Restructuring Steering Committee - Members' Personal Records

Location: Ontario Council On University Affairs. Legal Authority: Initiated by the Minister of Colleges and Universities, a process to reshape the post-secondary sector. Information Maintained: Committee members biographical information: current/education, publication records. Uses: Provide information on committee's composition. Users: Council staff. Individuals in Bank: Committee members. Retention and Disposal: Ten years, then transferred to archives.

## **Ontario Council of Regents for Colleges of Applied Arts and Technology (CAATS)**

The Ontario Council of Regents advises the Minister of Education and Training on policy and planning matters of a system-wide nature for Ontario's Colleges of Applied Arts and Technology. Currently the council is involved in the implementation of two major initiatives stemming from the Vision 2000 review: Prior Learning Assessment (PLA) and the College Standards and Accreditation Council (CSAC). At the current time, the council is also examining issues related to the restructuring of the college system. The council is also responsible for appointing college boards of governors; collective bargaining, on behalf of the colleges, with academic and support staff; and reviewing and recommending salaries, terms and conditions of employment for college administrative staff and presidents.

### **General Classes or Types of Records**

Collective Bargaining  
Recommendations to Minister

### **Personal Information Banks**

#### Boards of Governors - External Nomination Files

Location: Ontario Council of Regents for Colleges of Applied Arts and Technology (caats). Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, education, occupation, public or professional organization experience, telephone number. Uses: Determine appointments to colleges' Boards of Governors. Users: Council members and staff. Individuals in Bank: Nominees to colleges' Boards of Governors. Retention and Disposal: Four years, then destroyed.

#### Council of Regents - Members' Personal Files

Location: Ontario Council of Regents for Colleges of Applied Arts and Technology (caats). Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Council members biographical information e.g., current/past employment, contributions to education, education. Uses: Publish information on council members. Users: Council staff. Individuals in Bank: Council members. Retention and Disposal: Not determined.

## **Ontario Graduate Scholarship Selection Board**

Provides advice and recommendations to the Minister of Education and Training concerning the policies and administration of the Ontario Graduate Scholarship program and selects successful candidates for funding under the program.

## **Ontario Parent Council**

## **Ontario Special Education Tribunals**

The tribunals provide a final avenue of appeal for parents who disagree with recommendations of the Identification, Placement and Review Committee (IPRC), for either the identification of a pupil as an exceptional pupil or the placement of an exceptional pupil.

### **General Classes or Types of Records**

Determinations of the Tribunal

## **Ontario Student Assistance Appeal Board**

Advises the Minister of Education and Training Universities on financial assistance given applicants to the Ontario Student Assistance Program.

## **Ontario Training and Adjustment Board**

The Ontario Training and Adjustment Board (OTAB) is a schedule IV government agency that will lead the development of a highly skilled workforce in Ontario, and help individuals and communities adjust to changes in technology and economic restructuring by making the province's publicly funded labour force development system more effective and accessible.

OTAB is taking responsibility for the province's training and adjustment programs and services in workplace and sectoral training, apprenticeship, labour force adjustment and labour force entry/re-entry. It is lead by a Board of Directors comprised of 22 men and women nominated by the key labour market partner groups: labour, business, women, people with disabilities, racial minorities, francophones, and educators and trainers. Labour and business have each nominated a representative to Co-Chair OTAB.

Decisions on how to train people and help them adjust to economic change are made by the Board of Directors in a cooperative and coordinated way within a policy framework established by the Government of Ontario.

### **Common Records**

Board of Governors Membership  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information



Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Performance Management

## Manuals

Board Policies and Procedures  
Human Resource Directives

## Apprenticeship and Client Services Branch

The Apprenticeship and Client Services Branch coordinates long-term, on-the-job apprenticeship training programs designed to assist employers and individuals achieve their skills development goals and contribute to Ontario's economic growth.

The branch administers and enforces the Trades Qualification Act and its regulations, which set standards and conditions of training for employment in regulated trades. Trade certification is compulsory for the following: construction trades (e.g., electricians, plumbers, refrigeration and air-conditioning mechanics, sheet metal workers, steamfitters, etc.); motive power trades (e.g., motor vehicle mechanics, auto body repairers), and service trades (e.g., hairstylists). Certification is voluntary for many other regulated trades (e.g., carpenters, machinists, tool and die makers, mould makers). The branch is also responsible for a large number of non-regulated schedules of training. In addition to administering apprenticeship examinations and in-school training purchase arrangements, the branch is responsible for competency assessment, training standards development and materials for apprenticeship and Ontario Modular Training programs.

Industrial Training consultants, located in 26 field offices throughout Ontario, assist potential and active trainees, employers and labour representatives with their skills development needs, and monitor the effectiveness and efficiency of training programs. Field offices are listed below.

## Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Dental Clinic Patients  
Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Health and Medical Records  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Parking Records  
Performance Management  
Professional Development  
Tests, Examinations and Assessments

Travel/Expense Accounts  
Workers' Compensation

## General Classes or Types of Records

Apprenticeship and Modular Training Standards  
Consultants' Reports  
Delivery Organization Files  
Enforcement Activities  
Private Hairstyling School Files

## Manuals

Apprenticeship and Client Services Policies and Procedures  
Manual

## Personal Information Banks

Application for Trades Certification (apprentices, tradesmen, modular trainees)

Location: Apprenticeship and Client Services Branch.  
Legal Authority: Trades Qualification Act, R.S.O. 1990, c.T.17; National Training Act, S.C. 1982, c.109, as amended.  
Information Maintained: Name, social insurance number, address, date of birth, demonstration of skills test results, diploma issuance, education history, employment history, employment status, medical information, present employer information, reference letters, sex, status reports, trade certificates, trade examination results, trade name and code.  
Uses: Monitor apprentices during contract tenure; evaluate credentials re-certification, credit deduction eligibility, trade examination/certification eligibility; letter of authority evaluation; temporary certificate issuance; monitor payment for certificate renewal.  
Users: Branch management, branch clerical staff, ministry enforcement officers and industrial training consultants.  
Individuals in Bank: Apprentices, tradespersons, modular trainees.  
Retention and Disposal: Varies from two to seven years, then destroyed.

## Progressive Achievement Test History Record

Location: Apprenticeship and Client Services Branch.  
Legal Authority: Trades Qualification Act, R.S.O. 1990, c.T.17.  
Information Maintained: Name, social insurance number, address, counsellor's comments and recommendations, education and employment history, examination results.  
Uses: The ministry stopped performing Progressive Achievement Tests in 1990. They were used to determine eligibility for apprenticeship program.  
Users: The ministry stopped performing Progress Achievement Tests in December 1991. Information bank was used by Branch staff and training officers.  
Individuals in Bank: Applicants for apprenticeship programs up to December 1991.  
Retention and Disposal: Six years, then destroyed - last entry was in December 1991.

## Communications and Marketing Branch

The Communications and Marketing Branch informs the public, clients, labour market partners, OTAB staff and the news media about OTAB's policies, programs and services. It also advises



the Co-Chairs, Board of Directors, the Chief Executive Officer and senior management on corporate and program communications and marketing. Activities include communication planning for all internal and external audiences, issue management, editorial services, client relations, media relations, marketing, desktop design and publishing, French translation, alternative formats, news clipping service, media monitoring and distribution.

### **Common Records**

Central Attendance Recording System (CARS)

### **General Classes or Types of Records**

Branch Files  
Clippings File  
Delivery Agents  
Mailing House Databases  
Media Lists  
Project Files  
Resource Files  
Stakeholder Lists

### **Community Relations**

This group works with the community to ensure that their need are being met.

### **Economic and Labour Market Research**

The Economic and Labour Market Research Group was transferred to the Ontario Training and Adjustment Board (OTAB) from the Ministry of Labour effective October 1993.

The group undertakes economic and labour market studies in support of OTAB's policy development program review and planning initiatives, and provides a labour market information service.

### **Financial Services**

Financial Services provides financial and administrative management services to all areas of the agency and includes general accounting functions, operational planning and budgeting services, financial controllership, transfer payments administration, purchasing, contract management, asset and forms management, and policy manuals coordination.

### **Common Records**

Employee Personnel, Payroll and Benefits Records

### **General Classes or Types of Records**

Planning and Budgeting

### **Human Resources**

Human Resources delivers services to management and staff and provides services in planning, training and development,

and performance management. The personnel administration services for the ministry are provided by the Organization Development Team at the Ministry of Education and Training (327-9000).

### **Common Records**

Career Planning/Training

### **Information Technology Management**

Information Technology Management provides overall ministry management in the areas of information technology planning, systems development and maintenance, computer operations, network systems, and end-user support and training. It is also responsible for providing accommodations services.

### **Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
FUTURES Program Applicants and Participants  
General Employment History and Payroll Information  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

### **General Classes or Types of Records**

Branch financial files  
Business case files  
Consultants File  
Field Office Files

### **Manuals**

ITM Software Manuals  
Information Technology Management Policy and Procedures  
Ministry of Skills Development Ways and Means Manual

### **Literacy Branch**

The Literacy Branch assists individuals and communities in developing literacy and other basic skills to achieve social, cultural and economic goals. This is accomplished through policy and program development, consultation, advocacy activities, program funding, resource provision and development of support services for literacy providers.

Ontario Basic Skills/Formation de base de l'Ontario (OBS/FBO) grants funds colleges of applied arts and technology for tuition-free basic skills training to adults 25 and over. Basic skills training includes reading, writing, and math and science skills; basic computer skills; and life skills.

Special Support Allowances (SSA) are available to eligible OBS trainees to cover training related expenses such as childcare and transportation.

Ontario Community Literacy (OCL) grants funds to English, French and native community-based literacy programs.

Ontario Basic Skills in the Workplace (OBSW) grants funds to employers, their non-profit delivery agents and labour unions to provide literacy, language training and other basic skill training to workers.

Adult Basic Literacy/Numeracy (ABL/N) grants funds to school boards to provide adult literacy and numeracy programs.

Literacy Field Development and Support (LFDS) grants funds to regional information and referral services, the training of literacy practitioners, a resource centre, a French clearing house, special interest groups, desktop publishing, and other activities to develop and support the literacy field.

Literacy Labour Adjustment Program (LLAP) grants funds to the assessment and training of displaced workers who have lost their jobs in large plant closures.

#### **Common Records**

Ontario Basic Skills Program Trainees

#### **General Classes or Types of Records**

Literacy Branch Grant Files

Literacy Branch Programs Database Files

Ontario Basic Skills Management Information System

### **Office of Labour Adjustment**

The Office of Labour Adjustment provides programs and services to organizations and communities to assist workers to adapt to actual or potential loss of work. Services include the establishment and delivery of adjustment programs to assist displaced workers; the provision of expertise on adjustment issues to government, employers, unions, voluntary organizations and professionals in the field of adjustment; the administration of the TRANSITIONS program, which provides workers over 45 years of age who are on notice of layoff or have been recently laid off with a financial credit to obtain training; the administration of the Help Centre program which funds and supports 17 independent, community-based organizations for the provision of employment and/or vocational counselling and training information services for adults 25 years of age and over.

#### **Common Records**

Career Planning/Training

Central Attendance Recording System (CARS)

Co-op, Work Term, Final Job Placements

Employee Personnel, Payroll and Benefits Records

Freedom of Information and Protection of Privacy Act Requests

Grievances and Applications

Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)

Job Competitions and Applications

Performance Management

Student Applications

Travel/Expense Accounts

Workers' Compensation

Workplace Discrimination and Harassment Prevention Program

#### **General Classes or Types of Records**

Budget Files for Calendarizing, Estimates, etc.

Committee/Studies/Projects Files

Correspondence Files

Human Resource Files

#### **Manuals**

Adjustment Advisory Manual

### **Partnership and Service Development**

The Partnership and Service Development Branch develops partnerships and administers labour market development programs.

The branch manages the training consulting service at 47 Ontario Skills Development Offices (OSDOs), operated by colleges of applied arts and technology. OSDOs provide expert advice on needs assessment, training plan development, human resource development and equity issues as required by employers, unions, employer and employee associations, sectoral associations and Joint Workplace Training Committees.

The branch administers a number of financial incentive programs to enhance the skills base of Ontario's workforce. Ontario Skills can provide up to 50 percent of direct instructional costs incurred by employers, unions and employee associations, Joint Workplace Training Committees and Training Trust Funds. The program is administered by colleges of applied arts and technology on behalf of OTAB.

The Ontario Training Trust Fund Program supports approved employer/employee trust funds. OTAB invests one-third of the funding, up to a maximum of \$100,000; the employer contributes one-third and the employees contribute one-third. Local Ontario Skills managers provide support to Training Trust Funds.

The branch administers a number of sectoral labour-management Sectoral Training Agreements: electrical/electronics manufacturing industry, automotive parts industry and steel industry.

Additional information is available from the Training Hotline (1-800-387-5656).

### **Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Health and Medical Records  
Identity/Employee Card  
Innovation Centre Clients, Registrants and Users  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Ontario Training Incentive Program Trainees  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### **General Classes or Types of Records**

Facility Lease Files - CAAT (in support of Adult Training)  
Information Officers Program - General  
Management Information System Files  
Ministry/CAAT Contracts  
Ministry/Private Delivery Agent Contracts  
Ministry/Sector Contracts  
Ministry/Training Trust Fund Contracts  
Records and Reports (Colleges of Applied Arts and Technology Seat Purchases)

### **Manuals**

Annual Direct and Indirect Purchase Plan  
CITC (Community Industrial Training Committees)  
CITC Career Fair Manual  
CITC Community Partnership Tools  
CITC Development Tools  
CITC Executive Assistants  
CITC Orientation Resource Manual  
CITC Orientation Tools  
CITC Special Projects  
Client Services Policies and Procedures Manual  
Counselling Guide  
Delivery of Attestations and Monitors to Employment and Immigration Canada Manual  
Directory of Training Courses in Ontario  
Facility Lease Policy (Adult and Apprenticeship Training)  
Field and Program Instructions  
Fundraising Manual  
Implementation Guidelines  
Modular Examination Development Manual

Ontario Skills/Ontario Skills Development Office  
Ontario Training Trust Fund Program  
System for Modular Industrial Training Programs Catalogue  
Technicians and Technologists Skills Updating Course Directory  
Technicians and Technologists Skills Updating Program  
Trades Updating Program Implementation Guidelines  
Traineeships Curriculum  
Traineeships Guidelines

### **Policy Branch**

The Policy Branch is responsible to assist the board in its strategic and operational planning activities, program research, evaluation and design, the identification of issues and development, coordination, and management of corporate policy, and acts as a secretariat to the board. It is also responsible for the development and management of a resource centre on training and adjustment literature, program information on clients, expenditures, results, and the management of various federal-provincial and other agreements related to training and adjustment. It provides policy support and service to OTAB's program managers and central agencies, and liaises with other ministries and governments on policy-related matters.

### **Common Records**

Board of Governors Membership  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Library Users Lists  
Performance Management  
Professional Development

### **General Classes or Types of Records**

Annual Labour Market Needs Assessment  
Cabinet Submissions  
Operation of Advisory Committees  
Planning Process Development  
Program Application Distribution  
Program History/Legislation/Reviews  
Research, Reports, and Statistical Information  
Strategic Directions

### **Manuals**

Policies, Procedures and Bylaws of the Board



## Youth Employment Services

The Youth Employment Services Branch administers youth employment programs and operates a telephone Hotline (1-800-387-5656) that provides employment and training program information to youth and employers.

FUTURES, delivered through local Youth Employment Counselling Centres and community Colleges of Applied Arts and Technology, provides employment-disadvantaged youth with counselling, basic life skills, work placements, and in some cases, high school upgrading to enhance their skills and employability. It also provides wage-subsidy to employers in return for on-the-job training.

The branch funds community-based Youth Employment Counselling Centres/Services (YECC/S) which provides a full range of employment counselling service to out-of-school, unemployed youth who are socially, economically and/or educationally disadvantaged develop the skills necessary to secure employment.

jobsOntario Youth (JOY) program (available during summer months) is for all youth with a focus on outreach to youth facing systemic barriers to employment and those experiencing proportionately higher unemployment rates, such as black and native youth. This program is delivered through Youth Employment Counselling Centres, Community Organizations and Colleges in Hamilton, Ottawa, Toronto and Windsor.

Student Employment Experience Program (SEEP - also referred to as Summer and Part-Time Employment Experience) provides preparation for employment and employment experience to students aged 14-21 who are social assistance recipients, dependants of social assistance recipients or crown wards of Children's Aid Societies. Employers who participate are reimbursed 100% for payment of minimum wage to participants.

Social Service Employment Program (SSEP) provides one year paid employment experience to social assistance recipients and vocational rehabilitation services clients. Clients should refer to SSEP Job Postings available in Social Assistance Offices and other community programs.

Summer Experience in the Trades (SET), delivered through selected Youth Employment Counselling Centres and community colleges (FUTURES), provides summer jobs in the skilled occupations to full-time school students. Local apprenticeship offices identify and approve apprenticing employers for the program. It also provides financial incentives to employers.

Ontario Training and Adjustment Board (OTAB) Hotline provides province-wide toll-free access to Ontario government employment and training initiatives. The toll-free number is 1-800-387-5656 or Telephone Device for the Deaf is 1-800-387-0743.

## Common Records

Central Attendance Recording System (CARS)  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Identity/Employee Card  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation

## General Classes or Types of Records

College Deans Mailing List  
College Managers Mailing List  
College Presidents Mailing List  
Human Resources  
Program Information - HOTLINE  
Quarterly Statistical Reports  
Transfer Payments (Youth Employment)  
Workers' Compensation Board  
Youth Employment Counselling Centres Corporate Sponsors Mailing List  
Youth Employment Counselling Centres Directors Mailing List

## Manuals

Hotline Procedures Manual - Internal  
YESB Procedures Manual - Internal

## Personal Information Banks

Ontario Training and Adjustment Board (OTAB) Hotline  
Location: Youth Employment Services.  
Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.8(1); Orders in Council 701/85 and 916/85.  
Information Maintained: Name, address, telephone number, sex, age, education level, language.  
Uses: A "one-window" approach to obtaining information on all provincial government programs for youth, older workers, employers, trainers, trainees, etc. The Hotline provides (upon request) program information mail packages. The Hotline assesses callers needs, determines eligibility to program; refers callers to delivery agencies; provides statistical information to stakeholders on overall call information.  
Users: Hotline staff. Statistics only to stakeholders and telephone counsellors. Mail labels are produced daily in order to fill callers' requests for program information.  
Individuals in Bank: Youth, unemployed persons, employers, general trainees, apprentices and non-profit organizations seeking employment information on a wage-subsidy program.  
Retention and Disposal: From three to four years, then destroyed.

## Planning and Implementation Commission

The Planning and Implementation Commission advises the Minister on the implementation of government policy related to the secondary panel of the publicly funded Roman Catholic Separate School system.

### **Common Records**

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Litigation Files  
Performance Management  
Professional Development  
Travel/Expense Accounts

### **General Classes or Types of Records**

Annual Reports to the Minister  
Register of Designated Personnel  
School Board Plans and Impact Statements

### **Private Vocational School Review Board**

Conducts hearings under the Private Vocational Schools Act, as required, concerning the granting, renewal, revocation or suspension of school registrations.

### **Provincial Schools Authority**

The Provincial Schools Authority (PSA) was established in 1975 under the Provincial Schools Negotiations Act. The Act created a bargaining unit of all teachers employed in provincially operated schools. The PSA negotiates a collective agreement with the Federation of Provincial School Authority Teachers (FOPSAT) on behalf of the Ministries of Education and Training, Health and Solicitor General/ Correctional Services. The PSA is the employer of record and handles grievance administration.

### **Common Records**

Board of Governors Membership

### **Personal Information Banks**

#### Provincial Schools Authority

Location: Provincial Schools Authority. Legal Authority: Provincial Schools Negotiations Act, R.S.O. 1990, c.P.35, s.4(1). Information Maintained: Letters of surplus staff, divestments to school boards correspondence, legal documentation concerning an employee grievance, requests for educational leaves of absence, submissions. Uses: Coordinate the authority's position in response to grievances. Users: Legal counsel for the authority, members of the authority. Individuals in Bank: Members of the Federation of Provincial Schools Authority Teachers. Retention and Disposal: Twenty years, then destroyed.

### **Royal Commission On Learning**

The Royal Commission on Learning, created in May of 1993, has been given a 20-month mandate to study Ontario's education system and make recommendations on how to improve elementary and secondary education in the province.

The mandate of the commission challenges partners in the education system to review a range of issues, including accountability, governance, curriculum and vision.

The Royal Commission on Learning will submit its report to the provincial government by December 1994.

### **Common Records**

Board of Governors Membership  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications

### **Public Records**

#### Royal Commission on Learning Brochure

Purpose: N/A. Legal Authority: N/A. Information Maintained: None. Retrievability: N/A. Retention and Disposal: N/A. Access Procedures: N/A.

### **Teacher Education Council, Ontario**

The Teacher Education Council, Ontario consists of 16 members representing four major stakeholders in teacher education i.e., universities, teachers, school boards and government. The council advises the Minister of Education and Training on all aspects of teacher education.

### **University Research Incentive Fund Selection Committee**

The selection committee makes recommendations to the Minister of Colleges and Universities concerning the awarding of research grants.

### **General Classes or Types of Records**

Communications Plans  
Freedom of Information and Privacy Act - General Administration Files  
Supplier/Information

## Personal Information Banks

### University Research Incentive Fund

Location: University Research Incentive Fund Selection Committee.Legal Authority: Orders-in-Council 124/85, 3170/86, 113/88 and 787/89.Information Maintained: Researcher's name, address, education, employment history, awards, institution, corporate partner, size and nature of corporation, sales volume, research capacity, nature of research proposed, potential economic benefit to Ontario.Uses: Make recommendations to the Minister of Colleges and Universities concerning the awarding of grants.Users: Ministry staff, selection committee members, external reviewers.Individuals in Bank: Research project team members.Retention and Disposal: Ten years, then transferred to archives.

### University Research Incentive Fund Selection Committee - Members' Personal Records

Location: University Research Incentive Fund Selection Committee.Legal Authority: Orders in Council 124/85, 3170/86, 113/88 and 787/89.Information Maintained: Academic background, addresses and other biographical material relating to each committee m, employment history.Uses: Determine eligibility for appointment to the committee.Users: Ministry staff, minister's staff.Individuals in Bank: Committee members.Retention and Disposal: Ten years, then transferred to archives.



# MINISTRY OF THE ENVIRONMENT AND ENERGY

## Head

Minister of the Environment & Energy  
12th Floor, 135 St. Clair Avenue West  
Toronto, Ontario  
M4V 1P5  
(416) 323-4360

## Access

Co-Ordinator  
Environment/Energy  
Freedom of Information and Privacy Protection Office  
40 ST. CLAIR W, 8th Fl  
Toronto, Ontario  
M4V 1P5  
(416) 314-4075



A public reading room for the review of manuals and other information is open during regular office hours on the main floor at 135 St. Clair Avenue West, Toronto. In addition, public reading rooms are located at each regional office. Refer to Government of Ontario Telephone Directory for addresses.

The Ministry of the Environment and Energy was formed in February 1993 with the amalgamation of the environment and energy portfolios. The mandate of the ministry is to protect and enhance the quality of the environment for the present and future well-being of the people of Ontario and to ensure access to affordable energy that is environmentally safe and sound.

The ministry is responsible for developing programs and policies that protect air, water and land; encourage green industry; and promote energy efficiency.

Approximately 15 boards and agencies report to the Minister of Environment and Energy.

## Deputy Minister's Office

## Green Industry Office

The Green Industry Office works with industry, community groups, labour and environmental organizations to develop policies and programs that advance Ontario's green industries. Within the Green Industry Office, the Environment Business Development Unit provides support and assistance for companies supplying green products, services and technologies.

## General Classes or Types of Records

Green Community initiatives - New Communities

Green Industry Strategy - Policy Framework  
Green Market Opportunities Program

## Legal Services Branch

The Legal Services Branch counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. Branch lawyers conduct prosecutions under provincial environmental legislation, act as counsel at environmental hearings, represent the ministry before the National Energy Board and other tribunals and provide solicitors' services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney General.

## Common Records

Litigation Files

## General Classes or Types of Records

Directors' File  
Provincial Analysts File  
Provincial Officers File

## Personal Information Banks

### Agreement Files

Location: Legal Services Branch. Legal Authority: Ministry of the Environment Act, R.S.O. 1990, c.M.24, s.4. Information Maintained: Name, address, agreements, legal opinions, procedures, related correspondence. Uses: Develop ministry agreements for financial and/or administrative services. Users: Branch solicitors and appropriate ministry staff. Individuals in Bank: Individuals who are party to agreements with the ministry. Retention and Disposal: Twenty-two years, then destroyed.

### Claims Against the Crown Files

Location: Legal Services Branch. Legal Authority: Ministry of the Environment Act, R.S.O. 1990, c.M.24, s.4. Information Maintained: Name, address, telephone number, judgments, related correspondence, transcripts. Uses: Resolve land claims; record action against the ministry. Users: Branch solicitors and appropriate ministry staff. Individuals in Bank: Individuals or claimants initiating a suit. Retention and Disposal: Twenty-four years, then transferred to archives.

### Claims Files

Location: Legal Services Branch. Legal Authority: Ministry of the Environment Act, R.S.O. 1990, c.M.24, s.4. Information Maintained: Name, address, arbitrations, claims, legal opinions, minutes of meetings, related correspondence, reports, settlements. Uses: Record information and events in respect of legal handling of claims. Users: Branch solicitors and appropriate ministry staff. Individuals in Bank: Individuals making claims. Retention and Disposal: Twenty years, then transferred to archives.

### Hearing Files

Location: Legal Services Branch.Legal Authority: Ministry of the Environment Act, R.S.O. 1990, c.M.24, s.4.Information Maintained: Name, address, judgments, legal opinions, notices, related correspondence, transcripts.Uses: Investigate, develop and conduct ministry hearings.Users: Branch solicitors and appropriate ministry staff.Individuals in Bank: Individuals who have been principal party before the board.Retention and Disposal: Twenty-four years, then transferred to archives.

### Orders Files

Location: Legal Services Branch.Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.19(2).Information Maintained: Name, address, copy of orders, inspection reports, legal opinions, recommendations to issue orders, related correspondence, supporting documents (violation notices and inspection reports), telephone number.Uses: Investigate, develop and conduct ministry issuance of orders.Users: Branch solicitors and appropriate ministry staff.Individuals in Bank: Individuals to whom orders have been issued.Retention and Disposal: Twenty-four years, then transferred to archives.

### Prosecution Files

Location: Legal Services Branch.Legal Authority: Ministry of the Environment Act, R.S.O. 1990 c.M.23, s.4.Information Maintained: Defendant's name, address, telephone number.Uses: Investigate, develop and conduct ministry prosecutions.Users: Branch solicitors and appropriate ministry staff.Individuals in Bank: Individuals being prosecuted for offences under ministry legislation.Retention and Disposal: Twenty-five years, then transferred to archives.

### Prosecution Summaries

Location: Legal Services Branch.Legal Authority: Ministry of the Environment Act, R.S.O. 1990. c.M.24, s.4.Information Maintained: Defendant's name, address, appeal status, court, defence counsel, judge, offence, remarks.Uses: Record information and events regarding prosecutions by the ministry.Users: Branch solicitors and appropriate ministry branch.Individuals in Bank: Individuals being prosecuted.Retention and Disposal: Twenty-five years, then transferred to archives.

## **Waste Reduction Office**

The Waste Reduction Office (WRO) was established by the Ministry of Environment in February, 1991, to develop and institute programs and systems aimed at achieving at least 25% waste diversion from disposal by the year 1992 and at least 50% by the year 2000. The Waste Reduction Action Plan (WRAP) is an accelerated 3Rs (reduce, reuse, recycle) plan to achieve the waste diversion targets, which includes strong regulatory measures aimed at the private and public sectors to reduce waste at source; development of financial and technical systems for diversion; assistance in the creation of markets; establishment of

public, industrial and municipal technical assistance; and coordination of communication and educational programs.

### **General Classes or Types of Records**

Market Development  
Reduction, Reuse, Recycle  
Scrap Tire Project  
Technology Development  
Waste Diversion Information System  
Waste Management System Planning Program - Financial  
Waste Management System Planning Program - Master Plan  
Waste Management Systems  
Waste Materials  
Waste Reductions Policy and Programs

## **Corporate Resources Division**

The Corporate Resources Division facilitates the efficient delivery of ministry programs. The division is responsible for ensuring ministry compliance with the provincial government's regulatory and policy framework relating to human resources, financial management, audit, freedom of information, French language services, information services and budgetary control. The division also exercises a leadership role in providing financial, administrative, information management and research coordination services. It supports protection of the environment by ensuring effective and sensitive staff utilization, and efficient utilization of financial and information resources as the foundation for ministry programs.

### **General Classes or Types of Records**

Inventory of Research and Development Projects  
Ministry of the Environment and Research Needs  
Proceedings of Technology Transfer Conference

## **Administrative Services Branch**

The Administrative Services Branch provides the following corporate services: procurement and assets management, facilities management, telecommunications, records management, fleet management, administrative policy coordination, printing and mailing.

### **Common Records**

Parking Records

### **Manuals**

Administrative Policy Manual

### **Personal Information Banks**

### Insurance Files

Location: Administrative Services Branch.Legal Authority: Ministry of the Environment Act, R.S.O. 1990, c.M.24, s.4.Information Maintained: Name, address, incident and vehicle accident reports.Uses: Record incidents that may have



caused damage to ministry property and report to MBS; record motor vehicle accidents involving employees using ministry or leased vehicles on government business and report to Ministry of Transportation. Users: Branch administrative staff and safety officers. Individuals in Bank: Individuals involved in incidents causing property damage and personal injury, or individuals involved in motor vehicle accidents using government or leased vehicles while on government business. Retention and Disposal: One to six years, then destroyed.

## Employment Equity Office

The Employment Equity program is designed to bring fairness into the workplace by ensuring that there are no barriers which prevent staff from achieving their full potential. The program encompasses the following designated groups: aboriginal peoples, francophones, persons with disabilities, racial minorities and women.

The Employment Equity Office is responsible for the development, coordination and implementation of the strategic aspects of equity, such as program design, monitoring and evaluation processes. It provides close support to its Human Resources Branch on the integration of employment equity principles and initiatives with the human resources planning process and with ministry human resource policies and practices.

The Employment Equity Office also provides operational support to all line managers and ministry staff related to workforce analysis, impact implications, fund access, discrimination, harassment and accommodation issues.

### Common Records

Employment Equity Program  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Education and Training Files and Training Videos  
Program Administration Files  
Project Files  
Workplace Profile Data Records

### Manuals

Career Planning Booklet - "So, You're Looking for a Job"  
Employment Equity Training Manual

## Financial and Capital Management Branch

The Financial and Capital Management Branch provides financial management and accounting services to facilitate delivery of the ministry's environmental programs. It is responsible for the coordination and control of the management reporting and financial management of the ministry's investment in water and sewage works. The latter includes financing terms and costs of operation of provincial water and sewage facilities, special funds, cost-sharing agreements and grants administered by the ministry. The branch collects

revenue owing to the province under agreements and contracts, mainly for the provision of water and sewage service to municipalities.

### Common Records

Central Attendance Recording System (CARS)  
Travel/Expense Accounts

### General Classes or Types of Records

Capital Utilities Management Information System - Accounts Receivable  
Common Object Business Information System - Accounts Payable

## Fiscal Planning and Information Management Branch

The Fiscal Planning and Information Management Branch supports the ministry by providing a full range of budgetary and resource management services, coordinating environmental research and technology development programs, coordinating the development of corporate information management objectives and policy, and providing liaison services with the ministry's agencies, boards and committees.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Travel/Expense Accounts

### General Classes or Types of Records

Capital Budgets and Planning  
Management Board Submissions  
Operational Planning/Estimates  
Special Studies and Projects

### Manuals

Environmental Policies and Guidelines  
Estimates Briefing Books  
Estimates Defense  
Financial Assistance Available Through the Ministry  
Instructions to Research Liaison Officers  
Introduction to the Ministry of Environment and Energy  
Proforma - Printed Estimates

## Freedom of Information and Protection of Privacy Office

This office is responsible for the implementation and administration of the Freedom of Information and Protection of Privacy Act within the ministry. It ensures compliance with the Act and on behalf of the ministry, coordinates access to information requests and personal privacy matters.

### Common Records

Freedom of Information and Protection of Privacy Act Requests



## Manuals

Freedom of Information and Protection of Privacy Manual

## French Services Office

This office provides guidance and assistance to the ministry and its agencies on the planning and effective delivery of programs, activities and services in French, and serves as a link between the francophone community and the ministry.

The office also provides translation services, ensures the use of standardized environmental terminology in French and administers a French language training program for employees.

### Common Records

Central Attendance Recording System (CARS)

Job Competitions and Applications

Travel/Expense Accounts

### Personal Information Banks

French Language Services Act Human Resources Plan

Location: French Services Office. Legal Authority: French Language Services Act, 1989. Information Maintained: Name, branch, classification, level of French language, position title. Uses: Track staff occupying designated bilingual positions. Users: French services, branch directors, human resources, office of francophone affairs. Individuals in Bank: All staff currently occupying a designated bilingual position. Retention and Disposal: Six years then destroyed.

French Language Training Files

Location: French Services Office. Legal Authority: French Language Services Act, 1989. Information Maintained: Name, address, title, classification, course data. Uses: Track participation in French language training programs offered either by French services or by external educational institutions. Users: French services staff, consultant delivering training program. Individuals in Bank: Anyone participating in a French language training program whose tuition is paid for by French services. Retention and Disposal: Six years then destroyed.

Linguistic Evaluation Files

Location: French Services Office. Legal Authority: French Language Services Act, 1989. Information Maintained: Name, competition name and number, results of language test. Uses: Record results of French language testing conducted on all candidates for bilingual ministry positions. Users: Human Resources Branch, Recruiting Branch. Individuals in Bank: Any individual who has applied for a bilingual position who has met all other requirements for the position. Retention and Disposal: Six years then destroyed.

## Human Resources Branch

The Human Resources Branch provides a full range of service and advice to line managers and employees in all matters relating to human resources management, including organizational design and development.

The branch is responsible for establishing ministry human resources policies and procedures, including strategies for renewal, implementing new initiatives to meet employment equity and workplace quality goals, insuring appropriate classification and compensation levels for all employees, staff recruitment, employee counselling, training and development of management and staff, staff relations and occupational health and safety, administration of employee pay and benefits and benefits counselling, and youth and special employment programs including the corporate administration of the Ontario Government's Environmental Youth Corps.

The Training and Certification Section develops, administers and presents courses on management and environmental subjects, and classification and certification programs based on legislation and/or ministry policy.

### Common Records

Career Planning/Training

Central Attendance Recording System (CARS)

Employee Personnel, Payroll and Benefits Records

Employment Application Inventory

General Employment History and Payroll Information

Grievances and Applications

Identity/Employee Card

Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)

Job Competitions and Applications

Medical Information (Personnel)

Ombudsman/Human Rights Commission

Performance Management

Travel/Expense Accounts

Workers' Compensation

Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

External Hiring Restriction Report

Staff Requisition and Recruitment Summary

Waivers

## Management Audit Branch

The Management Audit Branch is responsible for carrying out a comprehensive program of internal audit by examining and evaluating financial and management controls within the ministry.

### Common Records

Central Attendance Recording System (CARS)

Job Competitions and Applications

Library Users Lists  
Travel/Expense Accounts

## **Corporate Services Division**

The Corporate Services Division is comprised of the Communications Branch, the Corporate Secretariat and the Correspondence and Public Inquiry Office.

### **Communications Branch**

The Communications Branch provides the Minister, Deputy Minister and senior management with advice, information and relevant material on communications issues relating to ministry programs and activities.

It provides the necessary expertise to support and explain ministry policies and communicate programs to the ministry's targeted audiences. The branch is also responsible for the development of a corporate communications strategy, production and presentation of all written and graphic communications, on-line response to the media and the support of communication activities with regional operations division.

#### **General Classes or Types of Records**

News Releases  
Speeches by the Minister of Environment and Energy  
Statements to the Legislative Assembly

### **Correspondence and Public Inquiry Office**

The Correspondence and Public Inquiry Office is comprised of two sections, the Minister's Correspondence Unit and the ministry's Public Information Centre.

The Public Information Centre provides one-window access to general information on ministry programs and related environmental and energy issues. Staff provide callers with information, including copies of ministry publications, speeches by the Minister and news releases. The centre has recently introduced an automated public inquiry service that allows callers 24-hour-a-day access to information about environmental and energy issues, phone numbers for branches and regional offices of the ministry and offers them the ability to order copies of ministry publications. Location is 135 St. Clair Ave. West, Main Floor.

The Minister's Correspondence Unit coordinates correspondence handling in the ministry. Staff log and route the annual correspondence to appropriate offices, research and write responses requiring the Minister's or Premier's signature and oversee the approvals process for draft replies. The unit is also responsible for managing the Minister's correspondence tracking system, which provides the Minister's Office, senior management and ministry staff with information and reports on

the status of replies to the Minister's incoming correspondence. The unit provides a variety of information reports to promote better information sharing. Location is 135 St. Clair Ave. West, 4th Floor.

#### **General Classes or Types of Records**

Listing of Ministry Publications  
Minister's Correspondence

## **Energy Programs and Technology Division**

The Energy Programs and Technology Division encourages the development of energy-efficient equipment and practices in all sectors of the Ontario economy. The division promotes awareness of energy technologies, products and services; maintains expertise; and provides assistance to community groups, government, municipalities, public institutions such as hospitals and schools, industry and the general public.

Management of programs and provision of information is carried out through four operational branches: Energy Efficiency, Industry Programs, Energy Research and Development, and Building Energy Use.

#### **General Classes or Types of Records**

Advanced Energy Systems  
Alternative and Renewable Energy Technology  
Energy Codes and Standards  
Energy Equipment and Processes  
Energy Technology Development and Transfer  
Industrial Energy Technology  
Parallel Generation  
Public Institution Programs  
Small Hydro  
Transportation Energy Technology  
Transportation Fuels

### **Building Energy Use Branch**

The Building Energy Use Branch promotes action by private- and public-sector clients, to reduce energy use and optimize fuel and technology choices in buildings.

The branch provides accurate information, funds, demonstrations of technology, coordinates programs based on innovative financing for the public sector and recommends effective regulation of energy use in buildings.

#### **General Classes or Types of Records**

Building Energy Equipment and Technology  
Building Energy Systems  
Fuel Conversions  
Government Energy Management Program  
Heating Systems



Municipal Buildings Energy Efficiency Program  
Public and Institutional Information Database  
Public/Institutional Initiatives  
Residential/Commercial Initiatives  
Riding Database  
Utilities Management Program (UMP)

## Energy Efficiency Branch

The Energy Efficiency Branch provides service to encourage lasting structural and behavioural/attitudinal change in how energy is used in Ontario. The branch develops minimum-efficiency standards and regulations for energy-consuming appliances and products under the Energy Efficiency Act; and delivers education and training initiatives to the public and post-secondary education system and private sector. The branch also improves energy efficiency in participating communities through decentralized information and advisory services, energy retrofit assistance to First Nations; and advisory, organizational and financial assistance to selected communities. The branch section supports the product and market development initiatives of industry related to Alternative Transportation Fuels and supports the development of enhanced energy-efficiency programs directed to the transportation sector.

### General Classes or Types of Records

Alternative Transportation Fuels  
Cities Energy Forum  
Energy Codes and Standards  
Energy Education and Training  
Energy Efficient/Green Communities Initiative  
First Nations Retrofit Program  
Transportation Energy Efficiency

## Energy Research and Development Branch

The branch assists Ontario industry and the research community in developing innovative energy technologies that will improve energy efficiency or increase supply options. The EnerSearch Program provides financial assistance to projects that are proposed, managed and funded by the private sector. The level of assistance given can be up to 50% of the eligible costs depending upon probable energy impact, degree of technical risk, environmental benefits and industrial development potential. Branch staff can also provide technical advice on emerging energy technologies.

### General Classes or Types of Records

Biotechnology  
Electric Vehicles  
Electrotechnology  
EnerSearch Program  
Energy from Waste  
Fuels Technology and Research

## Industry Programs Branch

The branch assists Ontario industries in improving their energy-efficiency performance through programs and advice focusing on energy equipment and process improvements. It provides expert engineering advice and information, and assists the private sector in identifying, assessing and marketing energy technologies. Grants are available for feasibility studies, project engineering design and demonstrations, and the purchase and installation of energy efficient equipment. Services include energy audits, technology fact sheets and seminars.

### General Classes or Types of Records

Audit Analysis  
Cogeneration  
Feasibility Analysis  
Industrial Process Equipment Demonstration Services  
Industry Renewables  
Market Entry of Energy Efficiency Technologies  
Retrofit Analysis

## Environmental Planning and Prevention Division

This office coordinates the activities of the Environmental Assessment Branch and Environmental Planning Branch, described in separate entries.

### General Classes or Types of Records

Consulting and Value Engineering  
Contract Documents (re water and sewage works)  
Cost Database for Water and Sewage Systems  
Financial Statements re Tenders  
Licences for Haulers and Installers of Septic Tanks  
Licences for Pesticide Vendors, Operators, Exterminators

### Manuals

EA Reviewers' Manual - Procedures for Ministry of the Environment Staff

## Environmental Assessment Branch

This branch administers the Environmental Assessment Act and its regulations. The Minister of Environment and Energy is required to make decisions on the following types of submissions: individual environmental assessments, class environmental assessments, requests for Exemption and Designation under the Act and Bump-up requests related to class environmental assessment undertakings. The branch coordinates the review of each of the above submissions to inform and advise decision makers, and to inform proponents and the public, as necessary. The review and decision processes for these submissions vary and interested parties should consult with the branch for specific undertakings. The branch provides advice on the requirements of the Environmental Assessment Act, and on the status of related undertakings, and develops



policies, regulations and guidelines to provide direction and clarity for those involved in environmental assessment. Public records are maintained in the branch for undertakings submitted for review and are made available to the public. These records include individual EA documents and the related review of these documents.

### General Classes or Types of Records

Bump-Up Requests Under Class EA Approvals  
Designation Requests Under the EA Act  
Environmental Assessment Reviews  
Exemption Requests Under the EA Act

### Manuals

Circulation Of Draft EA Reviews - Practices and Procedures (P&P)  
Citizen's and Proponent's Guide To Environmental Assessment EA Act as it Relates to Waste Management Planning in Ontario  
EA Glossary - Explanation of EA Terminology  
EA Update - Journal of EA statistics and Topical Information on EA  
Environmental Assessment Act - Public Information Sheet  
Guideline and Policy - Pre-Submission Consultation In The EA Process  
Guideline and Policy - Role of the Review and Review Participants  
Guideline for Preparing EAs - Land Use Planning Component  
Guideline for Preparing Environmental Assessment Proposals  
Guideline-Preparing The Cultural Heritage Resource Component Of EAs  
Interim Criteria For Evaluating Bump-Up Requests (P&P)  
Interim Criteria For Evaluating Designation Requests (P&P)  
Interim Criteria For Evaluating Exemption Requests (P&P)  
Interim Guidelines On EA Planning & Approvals, NEED - P&P  
Interim Guidelines On EA Planning and Approvals, Rational (P&P)  
Interim Guidelines and Policy On EA Planning and Approvals  
Ontario Regulation 334 - Environmental Assessment Act  
Policy - The Interim Expansion Of Municipal Landfills  
Processing Bump-Up Requests - Practices and Procedures (P&P)  
Processing Designation Requests - Practices and Procedures (P&P)  
Project Screening and Application For Exemption Under The EA Act  
Staff Guide On Land And Equipment Acquisition (P&P)  
The Municipal Class EA Process and The Development Industry - Bulletin #2  
The Municipal Class EAs - Bulletin #1 - Information Update

### Public Records

#### Bump-Up Requests Under Approved Class EAs

Purpose: The record holds information received and generated on the review of specific bump-up requests made under the provisions of Class EAs. The Minister of Environment and Energy requires the record to be kept in support of the staff review and decision-making process for which the Minister is

responsible. The record is available to the public upon request.Legal Authority: No formal authority for the record; however, for purposes of consistency under s.31 of the EA Act, the branch maintains records on behalf of the Minister for augmenting an open environmental assessment process for all projects.Information Maintained: Bump-up request and supporting documentation, comments from review agencies and proponent, as necessary, comments/submissions from the public and other interested parties, environmental study report for project, as necessary, Minister's decision on bump-up request, recommendations/advice to Minister for decision-making process.Retrievability: Alpha-numeric manual retrieval system; records are project-specific and accessed through proponent, project-type identifiers; project name; or through a specific municipal identifier are all of which maintained in the EA Branch file plan.Retention and Disposal: One year EA Branch, archival records Centre 15 years.Access Procedures: Access through an FOI request, verbal telephone request, request in person at EA Branch, written request by mail. Appointment required to review records. Contact the appropriate Branch planner or Branch FOI Liaison Officer.

#### Designation Requests Under the EA Act

Purpose: The record holds information received and generated on the review of a specific designation requests made under the EA Act. The Minister of Environment and Energy requires the record to be kept in support of the staff review and decision-making process for which the Minister is responsible. The record is available to the public upon request.Legal Authority: No formal authority exists for the record, however, for purposes of consistency a record is maintained on behalf of the Minister for augmenting an open environmental assessment process for all projects where a Minister's decision is required.Information Maintained: Comments/submissions from review agencies, as necessary, comments/submissions from the public and other interested parties, decisions rendered - not to designate or designating regulation, designation request and supporting documentation, recommendations/advice to the Minister for decision-making process.Retrievability: Alpha-numeric manual retrieval system; records are project specific and accessed through proponent, project-type identifiers; project name; or through a specific municipal identifier, all of which are maintained in the EA Branch file plan.Retention and Disposal: One Year EA Branch, archival records centre, 15 years.Access Procedures: Access through an FOI request, verbal telephone request, request in person at EA Branch, written request by mail. Appointment required to review records. Contact the appropriate Branch planner or Branch FOI Liaison Officer.

#### Environmental Assessment Act Public Records

Purpose: Personal information is maintained in letters/submissions made to the Minister in regard to projects. The Minister/EA Branch Director/EA Branch Planners use the information to prepare personal responses to comments and concerns raised about projects and in the preparation of required Notices and Mailing lists required under the EA Act. The file

may also be used by the agency to provide responses to those who have submitted comments and concerns, as well as to members of the public who request to review the file. Legal Authority: EA Act - s.31 - a record shall be maintained for EAs submitted, and any person may inspect the record. No authority for Exemption, Designation or Bump-up requests; however, records kept in same manner as for EAs including public access. Information Maintained: Any and all notices required by the Minister, bump-up requests and supporting documentation, Minister's/Cabinet decisions on environmental assessments, Minister/Cabinet decisions on Exemption, Designations and Bump-ups, Minister/Cabinet decisions on exemption, comments/submissions from the public and other interested parties, designation requests and supporting documentation, Designations and Bump-ups, environment assessments and the review, Exemption requests and supporting documentation. Retrievability: File name. Retention and Disposal: Public record files are kept in the branch for a period of 1 year following a Minister's/Cabinet decision on the project following which, files are stored by the Records Centre for a further 15 years. Access Procedures: The Minister of Environment and Energy, EA Branch staff and other ministry staff as appropriate, government review agencies whose mandates are affected by a project and any other individual or group the Minister deems necessary.

#### Exemption Requests under the EA Act

Purpose: The record holds information received and generated on the review of a specific exemption request made under the EA Act. The information is kept on behalf of the Minister of Environment and Energy in support of the staff review and decision-making process for which the Minister is responsible. The record is available to the public upon request. Legal Authority: No formal authority exists for the maintaining the record; however, for purposes of consistency a record is kept on behalf of the Minister for augmenting an open environmental assessment process for all projects where a Minister's decision is required. Information Maintained: Comments/Submissions from the public and other interested parties, comments/submissions received from review agencies, as necessary, EA Branch recommendations/advice to Branch/Ministry management, Exemption request and supporting documentation. Retrievability: Alpha-numeric manual retrieval system, files are project-specific and are accessed through proponent identifiers, project type, project name; or through a specific municipal identifier. File plan must be referenced for identifiers. Retention and Disposal: One year EA branch, archival record centre, 15 years. Access Procedures: Access through an FOI request, verbal telephone request, request in person at EA Branch, written request by mail. Appointment required to review records. Contact the appropriate Branch planner or Branch FOI Liaison Officer.

#### Individual Environmental Assessments (includes "parent" Class EAs)

Purpose: To support the review and approval decision-making process for which the Minister of Environment and Energy is

responsible. Legal Authority: Environmental Assessment Act, s.30 - requires that a record be maintained of every undertaking for which an environmental assessment has been submitted. Information Maintained: Comments/Submissions from review agencies, as necessary, EA document(s) as submitted, Notice of Acceptance, Notice of Approval, Notice of Completion of Review, Other notices as required by the Minister, Recommendations/advice to Minister re decision-making process. Retrievability: Alpha-numeric manual retrieval system, files are project-specific and are accessed through proponent identifiers, project type, project name; or through a specific municipal identifier. File plan must be referenced for identifiers. Retention and Disposal: One year EA Branch, archival record centre, 15 years. Access Procedures: Access through an FOI request, verbal telephone request, request in person at Branch, written request by mail. Appointment required to review records. Contact the appropriate Branch planner or Branch FOI Liaison Officer.

## **Environmental Planning Branch**

The Environmental Planning Branch oversees the functions of the Environmental Assessment and Special Projects Unit the Land Planning Unit, and the Niagara Escarpment Planning Unit.

### **General Classes or Types of Records**

Environmental Assessment and Special Projects Files  
Land Use Planning Unit  
Niagara Escarpment Planning Unit

### **Manuals**

A Protocol for Dealing with Noise Concerns During the Preparation, Review and Evaluation of Provincial Highways Environmental Assessments.  
Acoustical Technology Training Courses  
Approval of Noise Sources  
Contingency Planning  
Guidelines for Design of Water and Sewage Treatment Works and Systems  
Guidelines for Private Sewage-Disposal Systems  
Manual of Environmental Policies and Guidelines - Volume 1  
Municipal Environmental Planning Series (Environment Ontario and Municipal Planning, Air Pollution Considerations for Municipal Planning, Individual Sewage Systems and Municipal Planning, Individual Water Systems and Municipal Planning)  
Nanticoke Industrial Influence Area  
Ornament - Ontario Road Noise Analysis Method for Environmental and Transportation, Technical Document Dated 1989.

## **Environmental Assessment and Special Projects Unit**

The Environmental Assessment and Special Projects Unit coordinates responses to provincial initiatives on environmental planning, coordinates the ministry's technical review of projects



subject to the Environmental Assessment Act as input to the government review. This unit is also responsible for the undertaking of special projects as they arise.

#### General Classes or Types of Records

Applications for Grants  
Approval or Disapproval of Grants  
Certificate of Approval and Supporting Documentation  
Engineering Agreements, Fees, Hourly Rates  
Sewage and Water Systems Projects

### Land Use Planning Unit

The Land Use Planning Unit advises other government agencies and the private sector on environmental and land use planning. Responsibilities include preparing policies and advisory guidelines; liaising with professional groups, municipalities and the private sector; serving as a resource and providing support for the delivery of the ministry's land use plan review program; and, ensuring the ministry's mandate is addressed in the larger planning system.

#### General Classes or Types of Records

Land Use Planning Reviews

### Niagara Escarpment Planning Unit

The Niagara Escarpment Planning Unit is responsible for the Niagara Escarpment Program, which includes the Niagara Escarpment Planning and Development Act, the Niagara Escarpment Plan and the Niagara Escarpment Commission. These responsibilities include development of permit appeals, Plan amendment applications, land acquisition and stewardship, and advising other government agencies, municipal governments and the public on Niagara Escarpment matters.

## Environmental Sciences and Standards Division

The Environmental Sciences and Standards Division provides scientific, technical and laboratory support services, and develops programs and policies dealing with waste management, air resources, hazardous contaminants, pesticides, the Environmental Bill of Rights and pollution prevention.

This division is also responsible for incorporating multi-media perspective within standard-setting and program design.

This division provides these services and programs, through its five branches and one office: Air Resources Branch, Hazardous Contaminants Branch, Laboratory Services Branch, Waste Management Branch, Water Resources Branch and the Environmental Bill of Rights Office.

### Air Resources Branch

The Air Resources Branch is responsible for providing scientific and technical services and for developing programs dealing with air resources for the protection of the ecosystem and human health.

#### General Classes or Types of Records

Air Monitoring  
Air Quality and Meteorology  
Phytotoxicology  
Vehicle Emissions

#### Manuals

Phytotoxicology Field Investigation Manual

#### Personal Information Banks

##### Car Exhaust Emissions Records

Location: Air Resources Branch. Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.166(2). Information Maintained: Driver's name, analyzer number, date of inspection, licence number, location of inspection, model name and make, test number, vehicle year. Uses: Monitor number of vehicles without emission controls; monitor carbon monoxide readings. Users: Ministry test centre inspectors. Individuals in Bank: Drivers and owners. Retention and Disposal: Five years, then destroyed.

##### External Request Phytotoxicology Files

Location: Air Resources Branch. Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.5. Information Maintained: Name, address of parties, alleged source, board hearings, damages, investigation report, nature of complaint, supporting data. Uses: Control pollution; document plant injury; compensate complainant for financial damages. Users: Phytotoxicology and regional abatement staff. Individuals in Bank: Complainants, offenders. Retention and Disposal: Forty years, then to archives.

##### Notice to Submit Motor Vehicle Form 1

Location: Air Resources Branch. Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.166(2), R.R.O. 1990, Reg. 346. Information Maintained: Name and address of person being served with notice, Ontario registration plate number; date, car make and year, driver's licence number, owner or driver of vehicle, time and location of inspection. Uses: Inform driver to submit vehicle for inspection at ministry test centre. Users: Ministry inspectors, Ontario Provincial Police, municipal police. Individuals in Bank: Owner, driver of vehicle served with notice. Retention and Disposal: Three years, then destroyed.

##### Vehicle Emissions - Prosecutions File

Location: Air Resources Branch. Legal Authority: Ministry of the Environment Act, R.S.O. 1990, c.M.24, s.4. Information Maintained: Defendant's name, address, amount of fine, charge, court date, court location, date charge laid, date of offence,



inspector's name, plea, prosecution data, result. Uses: Record violations of removal of air pollution control devices and of visible emissions. Users: Ministry test centre staff. Individuals in Bank: Defendants. Retention and Disposal: Nine years, then destroyed.

#### Vehicle Emissions Complaints

Location: Air Resources Branch. Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.23. Information Maintained: Complainant's name, address, date and time; violator's name, home and business telephone number; description of emissions; vehicle, make, model, serial number, year, nature of complaint, inspector's name. Uses: Maintain record of all vehicle-emission complaints and follow-up. Users: Ministry test centre inspectors. Individuals in Bank: Complainants and defendants. Retention and Disposal: One year, then destroyed.

### **Air Quality and Meteorology Section**

The Air Quality and Meteorology Section compiles air-quality statistics from the monitoring instruments across Ontario, and prepares reports to assist regional offices in controlling emissions. The Air Quality Index (416) 235-5781; toll-free 1-800-387-7768, which informs the public about air quality in Ontario cities, is produced by the section. It also provides assistance in modelling, emissions, inventories and setting air-quality objectives and emission standards.

#### **General Classes or Types of Records**

Air Quality and Meteorology

### **Atmospheric Research and Special Programs Section**

The Atmospheric Research and Special Programs Section conducts mobile air surveys, performs atmospheric chemistry research and operates the provincial deposition monitoring program for acid rain and persistent toxic substances. The section also coordinates the air-related research grants and environmental technology fund programs. It also coordinates the urban monitoring network for volatile and semi-volatile toxic organic substances, dioxins, furans and urban toxics special studies, notably the "Cities of the '90s" Studies.

### **Emission Technology and Regulation Development Section**

Emission Technology and Regulation Development (ETRD) develops and maintains expertise on new and existing processes and air pollution control methodologies. It also develops control technology policies and guidelines, industrial sectors codes and provides engineering advisory services to other branches and regions as required for program delivery.

The section approves and witnesses source testing programs to ensure compliance with Regulation 346 under the

Environmental Protection Act. ETRD conducts Continuous Emission Monitoring of industrial sources, and develops and revises the Ontario Source Testing Code, guidelines and procedures.

ETRD reviews air quality aspects of environmental assessment and land use changes.

ETRD develops and monitors the enforcement of regulations and standards regarding vehicle emissions and transportation fuels. Inspection and emission tests of vehicles are performed to check compliance with regulation 358 under the Environmental Protection Act.

#### **General Classes or Types of Records**

Vehicle Emissions

### **Strategic Issues and Program Development Section**

Strategic Issues and Program Development Section (SIPD) is responsible for the development of an approach to respond to air issues in an integrated and comprehensive manner. This section identifies and assesses current and emerging air issues (e.g. photochemical smog, acid rain, etc.) and leads development of specific ministry programs to address these issues. Various forms of pollutant control and different policy options for achieving that control are explored with emphasis on pollution prevention.

### **Environmental Bill of Rights Office**

The purpose the Environmental Bill of Rights Office (EBRO) is to establish and implement procedures to enable the ministry to fulfil its obligations under the Environmental Bill of Rights, facilitate the government-wide implementation of the Bill, establish the Office of the Environmental Commissioner, render operational a publicly accessible electronic registry and make provisions for the training of ministry staff.

### **Hazardous Contaminants Branch**

This branch assesses the significance of environmental contaminants and establishes standards for their control. The branch plays a lead role in ensuring that the terrestrial ecosystems of Ontario are protected from the effects of air- and soil-borne contaminants. In addition, the branch oversees the administration of the Pesticides Act and Regulation 914, thus ensuring the safe and effective use of pesticide products in Ontario. The branch provides technical support to the pesticides control program and to the Ontario Pesticides Advisory Committee.

#### **General Classes or Types of Records**

Chemical Evaluation Search and Retrieval System  
Contaminants  
Ontario Accessible Standards Information System

Pesticide Products Classified in Ontario  
Risk Assessment

## Personal Information Banks

### Pesticides Control Program Permit Files

Location: Hazardous Contaminants Branch. Legal Authority: Pesticides Act, R.S.O. 1990, c.P.11, s.5. Information Maintained: Names of pesticide users, date of proposed extermination, dates of issue, location of use, name and licence numbers of exterminators involved, names of owners and/or responsible persons, permit numbers, type and amount of pesticide product. Uses: Regulate sale and use of restricted pest-control products. Users: Appropriate ministry regional and head office staff. Individuals in Bank: Permit holders performing exterminations and restricted pest-control products. Retention and Disposal: Five years, then destroyed.

## Pesticides Section

This section provides technical support to the Pesticides Management Program and the Ontario Pesticides Advisory Committee, and administers the regulations that govern the sale, use, transportation, storage and disposal of pesticides in Ontario.

## Phytotoxicology Section

The Phytotoxicology Section investigates complaints and conducts assessment surveys in the vicinity of pollution sources. Information about air pollution's effects on soils and vegetation (forests, agricultural crops, ornamental plants) throughout Ontario is gathered for environmental management purposes. The section provides complainants and ministry regional and district offices with technical reports about alleged sources of pollution for use in negotiating vegetation and soil contamination damage claims. Experiments are conducted in controlled-environment facilities to help formulate air- and soil-quality criteria and standards. The section researches the effects of acidic precipitation (e.g., acid rain) on terrestrial systems. The section also assists in the development of air-quality standards for use in approvals and compliance evaluations.

## Standards Development Section

This section consists of four units: Risk Identification, Risk Assessment, Risk Management and Biotechnology. Expert advice on environmental toxicology, level of hazardous substances, environmental fate and biotechnology issues are provided to client groups and other Ministry of Environment and Energy branches and regions by the following units.

The Risk Identification unit is responsible for maintaining an information base on substances found in the environment and determining the level of hazard associated with these substances.

The Risk Assessment unit is responsible for developing the scientific basis for environmental standards for selected high-priority contaminants.

The Risk Management unit is responsible for incorporating socio-economic and other practical considerations into environmental standards and for special projects.

The Biotechnology unit is responsible for developing a policy for the regulation of biotechnology products and for the assessment of these products.

## Laboratory Services Branch

The Laboratory Services Branch provides analytical support for the ministry's environmental assessments and environmental regulatory programs. It participates in planning programs, assists in data interpretation, updates analytical methods, and develops procedures for measuring new environmental pollutants. The branch participates in environmental research projects aimed at clarifying the interaction of atmospheric and aquatic pollutants with the environment and its effect on human health. The technical library, located on Resources Road (235-5751), is open from 8:00 a.m. to 4:00 p.m. Monday to Friday. It provides technical information on environment-related matters to ministry staff and members of the public, and consists of textbooks, journals and ministry documents. The Central Laboratory in Toronto provides technical guidance to the regional laboratories in Thunder Bay, London and Kingston in terms of quality assurance, method development and technology transfer. In addition, a field laboratory supporting ministry programs is maintained in Dorset. The locations of the regional and the field locations are listed below.

### Common Records

Job Competitions and Applications  
Library Users Lists  
Student Applications  
Travel/Expense Accounts

### General Classes or Types of Records

Laboratory Information/Computer System

### Manuals

A Guide to the Collection and Submission of Samples for Laboratory Analysis

## Personal Information Banks

### 1992-1993 Test Costing Files

Location: Laboratory Services Branch. Legal Authority: Management Board Directive 1-10, Management Board Guideline 1-6, Analytical Laboratory Council Best Practices "Revenue Generation in Government Laboratories" (Nov. 92). Information Maintained: Name of employee, employee



attendance information, employee classification, employee salary.Uses: Used to calculate analytical product costs and prices. Analytical products are laboratory analyses performed in support of MOEE programs.Users: MOEE Laboratory Services Branch and Regional Laboratory designated personnel.Individuals in Bank: MOEE Laboratory Services Branch and Regional Laboratory(s) staff.Retention and Disposal: To be determined.

#### Commercial/Private Laboratory List(s)

Location: Laboratory Services Branch.Legal Authority: Management Board Directive 1-10, Guideline 1-6 for Fee-For-Service and Privatization purposes only. Other lists compiled with approval of laboratory being listed.Information Maintained: Laboratory contact person name, contact business address, telephone, fax, contact person title.Uses: Lists are used for correspondence relating to privatization, fee-for-service, interlaboratory comparison studies and general scientific exchange purposes.Users: MOEE Laboratory Services Branch specified program personnel.Individuals in Bank: Commercial/Private laboratory staff.Retention and Disposal: To be determined.

### **Pollution Prevention Office**

The Pollution Prevention Office is responsible for the development of the ministry's pollution prevention strategy, and for ensuring that policies and programs promote and permit the adoption of pollution prevention concepts and principles. It coordinates pollution prevention initiatives and voluntary pollution prevention partnerships; assists in integrating pollution prevention into existing government activities and programs; establishes outreach, educational and training programs that encourage use of pollution prevention as the preferred means of achieving environmental priorities; and leads the transformation of all ministry activities to a full multi-media and ecosystem approach. The office administers the Pollution Prevention Pledge Program (P4).

### **Waste Management Branch**

Waste Management Branch develops policy and programs to ensure that human health and the natural environment are protected from contamination resulting from the generation, transportation, treatment and disposal and solid waste.

#### **Waste Policy Development Section**

The Waste Policy Development Section develops regulations, policies and guidelines in broad context. This includes general amendments to Regulation 347. This section will develop a Hazardous Waste Reduction Strategy and waste disposal policy for both hazardous as well as non-hazardous wastes.

#### **Policy Implementation Section**

The Policy Implementation Section takes general policy directions and develops the actual regulation, policy and guideline, with input from the public formulating the details of the final policy. This section is involved in interpreting waste regulations, policies and guidelines. This section also provides technical and financial support to industries in the reduction, reuse and recycling of hazardous wastes.

#### **Science and Engineering Section**

This section provides technical and engineering support for all Branch activities. It is responsible for the development of policies, guidelines and regulations related to the treatment and the disposal of solid, liquid industrial and hazardous wastes. The section also provides guidelines for the design, siting and operation of landfills; evaluates complex hydrogeological studies on new landfill proposals; and provides hydrogeological expertise in the investigation of problem waste sites.

#### **Administration and Hazardous Waste Information Section**

This section provides administrative support and maintains the generator registration for the management of liquid industrial and hazardous waste and the manifest program under Regulation 347; preparing reports on waste generators manifest information; and coordinating the branch's computer and electronic data processing needs.

#### **General Classes or Types of Records**

Manifest System  
Municipal Sewage, Sludge and Waste Management  
Waste Management Waybills  
Waste Sites Identification

#### **Public Records**

##### Waste Management Systems - Haulers

Purpose: Maintain a record of private citizens, companies and corporations who apply for waste management systems approval.Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.41.Information Maintained: Name, address, applications for certificates of approval, copies of certificates, recommendations by ministry regional staff pertaining to certificates, renewals.Retrievability: Name, certificate number.Retention and Disposal: fifty years, archived, subject to archival culling.Access Procedures: N/A.

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### Policy Development Section

This branch coordinates programs concerned with the management of industrial and municipal wastes. The Policy Development Section deals with general waste management policy, pollution by municipalities and industry including hazardous waste, industrial sludges and pretreatment residues, liquid industrial wastes and their treatment and disposition at waste management facilities. Related federal-provincial activities are coordinated by the section. It also provides technical support for industrial and municipal waste management, hazardous and liquid industrial waste diversion, and develops and recommends waste management legislation, regulations, policies and other technical programs. Complaints about related pollution should be directed to regional or district offices, listed under Ministry of the Environment and Energy, Regional Operations Division.

### Policy Implementation and Support Section

This section deals with implementation of policy and programs for special wastes such as PCBs, biomedical and asbestos wastes, including handling, transportation, processing, storage, disposal and incineration. Decommissioning and soil clean-up policies are also developed by this section. Responsibilities include developing and revising regulations, policies, standards, guidelines and criteria; supporting regional compliance activities by assisting in the investigation, assessment and operation of special waste sites; reviewing applications for listing/delisting of specific wastes; administering and maintaining the generator registration program for the management of liquid industrial and hazardous waste and the manifest program under Regulation 347; preparing reports on waste generators, manifest information; and coordinating the branch's computer and electronic data processing needs.

This section is responsible for the administration of the Industrial Waste Diversion Funding Program. This program provides financial grants for projects that divert waste from landfill and incineration.

### Science and Engineering Section

This section provides technical and engineering support for all branch activities. It is responsible for the development of policies, guidelines and regulations related to the treatment and the disposal of solid, liquid, industrial and hazardous wastes. The section also provides guidelines for the design, siting and operation of landfills; evaluates complex hydrogeological studies on new landfill proposals; and provides hydrogeological expertise in the investigation of problem waste sites.

### Water Resources Branch

The branch's responsibilities involve safeguarding and effectively managing Ontario's water resources.

#### General Classes or Types of Records

Acid Precipitation in Ontario  
Acid Rain  
Great Lakes  
Industrial Discharge Report  
Liaison with Water Quality Agencies and Organizations  
Liquid Industrial, Solid, Biomedical, Hazardous Wastes  
Municipal Discharge Report  
Municipal Industrial Strategy for Abatement (MISA)  
Municipal Sewage, Sludge and Waste Management Systems  
Radioactivity  
Sport Fishing in Ontario  
Water Quality (well water, ground and surface water)

#### Manuals

MISA Manual

#### Personal Information Banks

##### Well Contractor and Well Technician Licensees

Location: Water Resources Branch. Legal Authority: Ontario Water Resources Act, R.S.O. 1990, c.O.40, s.36. Information Maintained: Name, address, applicant's or licensee's qualifications to conduct bus. Uses: Monitor and control the issuance and renewal of well contractor and well technician licences in accordance with legislation. Users: Senior water-well inspector, regional water-well inspectors. Individuals in Bank: Applicants, successful licensees. Retention and Disposal: Expiry of licence, then destroyed.

### Drinking Water Section

The Drinking Water Section's plans, policies and strategies focus on the provision of safe drinking water. A municipal water-quality database is maintained, and technical advice and

support are provided on all aspects of drinking water treatment and distribution, and groundwater quality and quantity management. The section initiates, develops, evaluates and implements drinking water and ground water management research programs. Through the preparation of reports, technical papers, presentations and participation in the ministry's Training and Certification Program; the section keeps ministry staff, other agencies and the public informed about drinking water and ground water management technology. The section also coordinates the ministry's well regulation program and issues water well contractors' and technicians' licences.

## Great Lakes Section

The Great Lakes Section provides surveillance, investigations and assessments of nearshore areas, embayments, harbours and connecting channels of the Great Lakes. Activities include examining the effect of pollutant inputs on biological, chemical and physical processes; determining water use suitability and interference and investigating trends toward improvement or degradation; warning of emerging problems; recommending abatement measures for the correction of existing problems and prevention of further degradation; developing and assessing the effectiveness of remedial action plans for areas of concern and whole lakes; fulfilling the Canada/Ontario Agreement's requirements for surveillance data and remedial action plans; and reporting to the public and the International Joint Commission progress toward the Canada/U.S. Water Quality Agreement's objectives. The section also coordinates ministry activities related to the Great Lakes Remedial Action Plan (RAP) Program, the Lake Ontario Toxics Management Plan and other lake-wide management plan initiatives.

## General Classes or Types of Records

Sport Fishing in Ontario

## Limnology Section

The Limnology Section at Dorset studies the effects of contaminants (including strong acids and metals) on water systems, and assesses interaction between earth and water systems. Predictive models are developed to relate man-made stresses to present and future aquatic conditions. Water quality studies are carried out on inland lakes to aid in the development of management plans and to provide a basis for implementing waste source controls and rehabilitation strategies.

The Limnology Section at Rexdale carries out industrial effluent toxicity testing. Other procedures are used to assess acute and chronic, lethal and sublethal effects of toxic substances and effluents on aquatic organisms.

Staff also investigate causes and methods of control of algae and macrophyte problems in lakes. Long-term changes in nutrients and phytoplankton of the Great Lakes and other inland lakes are measured by low-cost monitoring at municipal water treatment

plants. The effects of contaminants on phytoplankton and the uptake of contaminants in filamentous algae are also measured in the Great Lakes and inland lakes.

## Management Services and Technical Consulting Section

This section performs budgetary, operational planning, administrative, financial and human resources services functions of the branch. It provides corporate information support and coordinates branch computer systems and Geographic Information Systems (GIS) development. The office also coordinates Water Resources Branch's environmental assessment reviews and provides project management training and assistance with the application of software for major branch programs.

## Municipal-Industrial Strategy Abatement Office

The Municipal-Industrial Strategy Abatement (MISA) Office is responsible for the overall program direction of the industrial and municipal programs and data management functions for the MISA Program.

## General Classes or Types of Records

Municipal-Industrial Strategy for Abatement, Economic Implications

Municipal-Industrial Strategy for Abatement, Monitoring Regulations

## Data Management Unit

The Data Management Unit prepares reports on effluent monitoring data pertaining to pollutants discharged from municipalities and industries, and coordinates data management functions for the Municipal Industrial Strategy Abatement (MISA) program.

## Industrial Section

This section deals with the protection of receiving waters from direct industrial point sources discharges. Pollution control strategies, policies, plans, regulations and guidelines are developed. The section also maintains information databases on industrial process technologies, waste water treatment technologies discharge levels of pollutants and control requirements of other jurisdictions.

## Municipal Section

This section provides for the protection of receiving waters from municipal point sources and urban and rural non-point sources of waste water and storm water discharges. Pollution control regulations, programs, policies, plans, guidelines and strategies are developed. The section also maintains information databases on waste water treatment plants, municipal sewer use



programs and pollution control planning activities. Specific activities include waste water treatment, sewer use control, storm water/combined sewer overflow management, pollution control planning, urban beaches and technical advisory services. The section assesses and audits program effectiveness and administers province-wide funding activities.

## Watershed Management Section

The Watershed Management Section includes the Urban Rivers and Point Sources Unit, the Hydrology and Monitoring Networks Unit, the Bioassessment Unit, the Biohazards Unit and the Agricultural Programs Unit. Impact assessment of municipal and industrial point sources, urban and rural diffuse runoff on rivers is undertaken. Abatement and control strategies are developed and evaluated on a watershed and subwatershed basis. The section also participates in the development and technology transfer of predictive modelling techniques and provides guidance on integrated watershed planning approaches for the protection and enhancement of river quality.

Provincial Water Quality and Quantity Monitoring databases, which encompass a broad range of water quality indicators and flow information of over 700 sampling sites, are maintained and made available to the ministry and the public for specific inquiries.

The Bioassessment and Biohazards Units operate programs to set Provincial Water Quality Objectives and Sediment Quality Guidelines. This unit also runs the contaminant in Sportfish Program resulting in the publication of the "Guide to Eating Ontario Sportfish," other related biomonitoring programs and studies to assess the genotoxic hazards of discharges to the aquatic environment; measures sources and environmental pools of pollutants which are bioavailable and accumulate in aquatic organisms.

The Clean Up Rural Beaches (CURB) program is a 10-year, 6 million per year Water Quality Improvement Program being administered by the section. The CURB committees review rural residents' water quality improvement plans and projects for funding, presented by Conservation Authorities, Ministry of the Environment, Ministry of Agriculture and Food, Health Office and the Ontario Soil and Crop Improvement Association.

## Policy Division

The Policy Division provides a structure to identify strategic issues, to coordinate policy development and to coordinate and integrate action by the ministry and other governments, nationally and internationally.

### General Classes or Types of Records

Agriculture  
Air Pollution

Biotechnology  
Climate Change  
Economic Assessments  
Economic Instruments  
Energy  
Environmental Assessment  
Environmental Industry  
Environmental Liability  
Environmental Management  
Environmental Policy  
Fisheries  
Forestry  
Hazardous Contaminants  
Industry Policy  
International Trade  
Pollution Abatement and Prevention  
Risk Management  
Round Table  
SD Indicators  
SOE Reporting  
Solid Waste  
Sustainable Development  
Water Policy

## Aboriginal Affairs Office

The Aboriginal Affairs Office is responsible for coordinating environment and energy policies and developments affecting native peoples.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Travel/Expense Accounts

## Economic Services Branch

The Economic Services Branch develops and applies economic tools and principles to environmental and energy policy issues. It undertakes strategic studies concerning use of economic analysis and advice for ministry programs, and conducts financial, economic and cost-effectiveness assessments.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Travel/Expense Accounts

### General Classes or Types of Records

Acid Rain Policy  
Air Resources Policy  
Benefits Assessments of Great Lakes Remedial Action Plans  
CORE Database  
Economic Assessment of MISA Municipal  
Economic Assessments of MISA Industrial Limits (for nine industrial sectors)  
Economic Assessments of Waste Management Master Plans



Economic Impact Analyses Reports  
 Economic Instruments (energy conservation/pollution prevention/waste reduction)  
 Electricity Policy  
 Energy Market Analysis  
 Energy Policy Research  
 Energy Supply/Demand/Pricing Analyses (by energy type and by sector)  
 Energy Utilization  
 Energy and Economic Analyses and Forecasts  
 Energy and Environment Policy  
 Environment/Energy - Economy Linkages  
 Environmental and Energy Taxes  
 Financial Assurance  
 Financial Impact Assessments (of selected companies)  
 Global Warming  
 Greenhouse Gases  
 Hazardous Contaminants  
 Multi-Media Pollution Prevention  
 Solid Waste Management  
 Water Resources Policy

## Energy Liaison and Planning Branch

The Energy, Liaison and Planning Branch provides analyses and advice on issues relating to the supply, distribution and pricing of crude oil, petroleum products, petrochemicals and natural gas. The branch provides analyses and advice on the generation and pricing of electricity, and its distribution by Ontario Hydro, municipal utilities and the private sector. The branch also represents Ontario's interests before the federal government, other jurisdictions and regulatory hearings. It is responsible for the maintenance of the provincial contingency plan for a possible future oil shortage.

The branch also provides advice on the environmental, economic, social, technical and financial matters related to energy use and helps to develop policies aimed at improving energy efficiency and the development of renewable energy technologies. The branch is also responsible for advice on the regulation and structure of energy markets and for liaison with stakeholders in the energy area - energy suppliers, consumers and interest groups.

This branch includes the following sections: Electricity Operations and Planning, Oil and Gas Liaison, and Conservation and Renewables.

### Common Records

Travel/Expense Accounts

### General Classes or Types of Records

Companies and Utilities (operations, financing, rates)  
 Crude Oil  
 Development of Alternative Fuels  
 Electricity Policy

Energy Contingency Planning  
 Energy Efficiency and Conservation Policy  
 Energy Planning (including generating plants, transmission lines)  
 Energy Policy  
 Energy Utilization  
 Energy and Environmental Issues (acid rain, nuclear health and safety)  
 Federal-Provincial Liaison  
 Hydroelectric Development  
 Native Affairs re Energy Issues  
 Natural Gas  
 Non-Utility Generation  
 Nuclear Stations (operations, planning, safety)  
 Ontario Hydro (statistics)  
 Ontario Hydro System Status Report  
 Petrochemicals  
 Petroleum Product Import into Ontario  
 Petroleum Refining Industry  
 Prices - Gasoline and Other Fuels  
 Product Supply - Canada, Ontario  
 Refining Statistics - Canada, Ontario  
 Regional Analysis (including remote/northern)  
 Regulatory Issues  
 Renewable Energy  
 Transportation of Energy (pipelines, electricity)

## Intergovernmental Relations Office

This office is responsible for coordination and liaison in the development of interjurisdictional environmental policies and programs.

### General Classes or Types of Records

Environmental Agreements with Other Jurisdictions  
 Liaison with Federal and U.S. Governments, Government Agencies/Organizations

## Policy Development Branch

The Policy Development Branch is responsible for the coordination, development and maintenance of corporate policy; strategic planning and priority setting. The branch is also responsible for the development of key environment and energy policies in response to government-wide and corporate priorities.

## Regional Operations Division

The Regional Operations Division delivers all ministry services to municipalities, individuals and corporations through a provincial network of district offices. The staff in those offices report to six regional offices, a branch office and one head office.

Through the district offices, abatement activities regulate and control the amount of pollutants emitted by industries, municipalities and individuals. This is achieved through the inspection of water, sewage and waste water treatment works, air pollution control devices, waste management facilities such as PCBs (Polychlorinated Biphenyls), recycling and landfill sites. The district offices also respond to public enquiries and complaints.

The regional offices are organized into three sections, each headed by a regional manager.

The Utility Operations Section manages and operates water and sewage treatment plants both provincially owned and on behalf of municipalities.

The Technical Assessment Section monitors and analyses specific projects and the surrounding air, land and water conditions. It conducts special environmental research surveys and issues Certificates of Approval for Waste Management Systems under the Environmental Protection Act, Permits to Take Water under the Water Resources Act and licences under the Pesticides Act. This section operates laboratories in three regions to respond quickly to local issues.

The Administrative Services Section is responsible for activities such as purchasing, budget management, staffing and accommodations issues.

The Investigations and Enforcement Branch investigates and lays charges against those suspected of violations of pollution control legislation. This branch has staff in each district and regional office.

## Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Library Users Lists  
Tests, Examinations and Assessments  
Travel/Expense Accounts

## General Classes or Types of Records

Abatement  
Abatement Programs  
Acidic Precipitation in Ontario Study (Lake Sampling Program)  
Aerial Photography  
Air Monitoring  
Approvals Records  
Certificates of Approval and Supporting Documentation  
Complaint Investigations  
Compliance with Conditions of Approval  
Contingency Plans  
Cost Data Base for Water and Sewage Systems  
Emergency Response Program  
Environmental Assessment Records

Environmental Monitoring Reports  
Generator Registration Files  
Hydrology and Monitoring  
Land Use Planning Reviews  
Liquid Industrial, Solid, Biomedical, Hazardous Wastes  
Municipal Sewage, Sludge and Waste Management Systems  
Municipal-Industrial Strategy for Abatement (MISA)  
PCB Waste Site Management Records  
Permits to Take Water  
Pesticides Management Files  
Phytotoxicology  
Self-Help Program Files  
Spring Phosphorus Program Files  
Surface Water Quality Files  
Waste Management Waybills (under Regulation 347)  
Water Well Records

## Personal Information Banks

### Pesticide Licensing Information Program (PLIS)

Location: Regional Operations Division. Legal Authority:

Pesticides Act, R.S.O. 1990, and Regulation 914. Information

Maintained: Personal information, examination marks. Uses:

Organization of pesticide exams, i.e., scheduling, rescheduling. Users: MOEE pesticide staff. Individuals in Bank: Applicants for pesticide exams. Retention and Disposal: One year, dumped into central database maintained by Approvals Branch.

### Pesticide Permits

Location: Regional Operations Division. Legal Authority:

Pesticides Act, R.S.O. 1990, and Regulation 914. Information  
Maintained: Personal information, pesticides quantities, specific location (maps). Uses: Authorization for purchase and use of restricted pesticides - Ministry of the Environment and Energy to apply local conditions to the use of permitted pesticides. Users: Ministry of the Environment and Energy pesticide staff. Individuals in Bank: N/A. Retention and Disposal: Three years then destroyed.

### Private Sewage Systems Files

Location: Regional Operations Division. Legal Authority:

Environmental Protection Act, R.S.O. 1990, c.E.19, s.77. Information Maintained: Name, addresses of applicants, copy of certificates, inspection reports, record of complaints and investigations, related correspondence. Uses: Maintain records on approvals and problems related to private sewage systems. Users: Ministry abatement and utilities staff. Individuals in Bank: Individuals applying for private sewage systems; health units. Retention and Disposal: Fifty-five years, then destroyed.

## Public Records

### Contraventions

Purpose: Record details and history of contraventions of the Niagara Escarpment Plan; provide bases for further action



against contravenor. Legal Authority: Niagara Escarpment Planning and Development Act, R.S.O. 1990, c.N.2, s.24. Information Maintained: Name, address, correspondence, location, reports. Retrievability: Name. Retention and Disposal: Five years, then transferred to archives. Access Procedures: In person at the Georgetown Office, 232 Guelph Street, Georgetown, Ontario L7G 4B1, telephone: (416) 877-5191.

#### Development Permit Applications

Purpose: Provide data from which the commission can decide on land usage in the escarpment. Legal Authority: Niagara Escarpment Planning and Development Act, R.S.O. 1990, c.N.2, s.23. Information Maintained: Name, address, appeals, construction details, correspondence, final decisions, list of owners within 400 feet, location, ownership, site plan. Retrievability: Application number cross-referenced to name. Retention and Disposal: Five years, then transferred to archives. Access Procedures: In person at the Clarksburg Office, 11-13 March Street, P.O. Box 9, Clarksburg, Ontario, N0H 1J0, telephone: (519) 599-3340; Georgetown Office, 232 Guelph Street, Georgetown, Ontario L7G 4B1, telephone: (416) 877-5191; Grimsby Office, 166 Main Street West, Grimsby, Ontario, L3M 1S3, telephone: (416) 945-9235.

#### Environmental Assessment Documents

Purpose: For public review within legislation established timeframes. Legal Authority: Environmental Assessment Act. Information Maintained: Documents within established timeframes. Retrievability: N/A. Retention and Disposal: Current plus 15 years; then destroyed. Access Procedures: Contact Appropriate Regional Office.

#### Plans Amendment Applications

Purpose: Provide bases for commission's decisions, public hearings, Minister's and Cabinet's decision on amendments to the Niagara Escarpment Plan. Legal Authority: Niagara Escarpment Planning and Development Act, R.S.O. 1990, c.N.2, s.12. Information Maintained: Name, address, final decision, location, property owner, proposed change to designation. Retrievability: Application number and name. Retention and Disposal: Retained indefinitely, then transferred to archives. Access Procedures: In person at the Georgetown Office, 232 Guelph Street, Georgetown, Ontario L7G 4B1, telephone: (416) 877-5191.

### **Approvals Branch**

This branch is responsible for maintaining and, where degraded, enhancing the quality of the environment, including air, land and water in the Province of Ontario.

Various legislation, including the Ontario Water Resources Act, the Environmental Protection Act, the Niagara Escarpment Planning and Development Act and the Pesticides Act. To maintain control over the environment, these Acts require that approvals, permits and licences be obtained prior to the

implementation of a variety of undertakings that may impact on the environment.

#### **General Classes or Types of Records**

Certificates of Approval (air)  
Certificates of Approval (industrial sewage)  
Certificates of Approval (water and sewage)  
Haulers and Installers Licences (Part VIII, EPA)  
On-Site Sewage Systems Unit  
Pesticides Custom Sprayers  
Pesticides Licences  
Waste Disposal Sites (landfilling, transfer and processing)  
Waste Management Systems

#### **Manuals**

Canadian Agent Codes  
Driver Training Manual  
Exterminator's Application Guide  
General Information Certificate of Approval (Air)  
Guide for Applying for Approval of Industrial Sewage Works  
Guide for Applying for Certificates of Approval (Air)  
Guide for Applying for Waste Disposal Site (Landfilling, Processing and Transfer)  
Guide for Applying for a Municipal and Private Water and Sewage Works  
Guide for Applying for a Waste Management System  
Operator's Application Guide  
Pesticides Vendor Information Kit

#### **Personal Information Banks**

##### Exterminator Licensing Files

Location: Approvals Branch. Legal Authority: Pesticides Act, R.S.O. 1990, c.P.11, s.5. Information Maintained: Name, address, character references, corporation names, fitness certification, licence numbers and classifications, telephone number. Uses: Regulate the licensing program. Users: Ministry head office and regional pesticides staff. Individuals in Bank: Exterminators engaged in the application of land, structural or water pest-control operations. Retention and Disposal: Seven years, then destroyed.

### **Industrial Approvals Section**

This section processes applications for certificates of approval submitted by the industrial and commercial sectors for the establishment or modification of industrial liquid effluent treatment works, sources of air contaminants including noise, solid and liquid waste treatment and disposal facilities and waste management systems, as required by the Ontario Water Resources Act and/or the Environmental Protection Act. The section also coordinates the ministry's technical reviews of proposals submitted to the Minister under the Environmental Assessment Act. The section also develops provincial criteria for noise and vibration and assists regional and district offices by evaluating the relationship between new or existing land use and noise or vibration impact.



### General Classes or Types of Records

Formal Comments on Environmental Approvals for Water and Sewage Plants (Part V)

## Municipal Approvals Section

This section processes applications for certificates of approval submitted by the municipal and private sectors for the establishment or modification of municipal water and sewage works, including water distribution systems, water storage facilities, potable water supplies, sanitary and storm sewers, storm water management work, sewage pumping stations, force mains and sewage treatment works, as required by the Ontario Water Resources Act.

On-Site Sewage System Unit provides guidance to Municipal Health Units and MOEE Regional District Offices in issuing approvals for sewage systems under Part VIII of the Environmental Protection Act. This unit also develops policy related to on-site sewage.

## Detroit, St. Clair, St. Mary's Rivers Project

The office plans and coordinates special projects related to the ministry's activities for future abatement, assessment and monitoring of the Detroit, St. Clair and St. Mary's Rivers, and Lake St. Clair. It also coordinates the preparation of Binational Remedial Action Plans being developed for the Detroit, St. Clair and St. Mary's Rivers.

For further information, contact the project coordinator at the above address.

## Investigations and Enforcement Branch

The Investigations and Enforcement Branch is vested with the responsibility for all aspects of environmental enforcement within the ministry. This mandate encompasses the enforcement of the Environmental Protection Act, Ontario Water Resources Act, Environmental Assessment Act, Niagara Escarpment Planning Act and Pesticides Act. The branch complements the abatement and control activities of the Regional Operations Division through effective investigation and enforcement activity.

### General Classes or Types of Records

Aerial Photograph Database  
Enforcement Tracking Information System  
Environmental Investigations  
Occurrence Report Information System

### Manuals

IEB Case Study Manual  
IEB Training Manual

## Personal Information Banks

### Crown Brief Files

Location: Investigations and Enforcement Branch.Legal Authority: Ministry of the Environment Act, R.S.O. 1990, c.M.24, s.4.Information Maintained: Name, Crown briefs, address.Uses: Document legal action resulting from investigations.Users: Appropriate ministry staff.Individuals in Bank: Defendants, lawyers, investigators.Retention and Disposal: Thirteen years, then transferred to archives.

### Occurrence Report Files

Location: Investigations and Enforcement Branch.Legal Authority: Ministry of the Environment Act, R.S.O. 1990, c.M.24, s.4.Information Maintained: Name, date, action taken, officer assigned, address, report.Uses: Document investigations of alleged infractions of environmental legislation.Users: Ministry investigative staff.Individuals in Bank: Individuals involved in alleged infractions.Retention and Disposal: Thirteen years, then destroyed.

### Respirator Approved Staff

Location: Investigations and Enforcement Branch.Legal Authority: Occupational Health and Safety Act.Information Maintained: Name of employee, age medical approval, date approved, fit test approval, region.Uses: Lists staff that have passed a respirator medical examination and fit test, and are thus approved for using full face respirators as part of their work.Users: Training manager with reports to other branch management.Individuals in Bank: Approved employees of Investigation and Enforcement Branch.Retention and Disposal: Two years after failure to pass.

## Public Records

### Prosecution Database

Purpose: To maintain a record of all environmental prosecutions handled by the branch.Legal Authority: S. 19(2) Environmental Protection Act, R.S.O. 1990.Information Maintained: Accused name, charges, trial date and disposition.Retrievability: Accused name.Retention and Disposal: Thirteen years.Access Procedures: Phone calls for basic requests; written request for lengthy requests.

## Niagara River Improvement Project

The Niagara River Improvement Project focuses on the ministry's efforts to clean up the Niagara River and liaises with other governments on this matter.

The team is responsible for Ontario's participation in the Niagara River Toxics Management Plan, a four year government project to reduce toxic pollutants in the river by 50% by 1996. It monitors and reports on Canadian pollution discharges, assesses the environmental effects of waste disposal on both sides of the border and is responsible for the preparation of the Remedial Action Plan for the Ontario side of the river.

For further information, contact the Niagara River coordinator at the above address.

## Spills Action Centre

The Spills Action Centre, staffed daily on a 24-hour basis, receives and records province-wide reports of spills as per legislated reporting requirements and coordinates emergency response. The centre also deals with other environmental emergencies after regular office hours.

The Contingency Planning Office promotes planning by industries, municipalities, and federal and provincial agencies to control pollution caused by emergency spills of contaminants. The office also provides guidance pertaining to Part X (Spills Bill) of the Environmental Protection Act R.S.O. 1990.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Travel/Expense Accounts

### General Classes or Types of Records

Spills Records

### Personal Information Banks

#### Spills Action Centre Occurrence Reports

Location: Spills Action Centre. Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.92. Information Maintained: Name, address, field inspectors' spill reports, industries involved in major spills, occurrence reports of pollution complaints, spill summaries of occurrences, voice-recording tapes. Uses: Abatement and enforcement activities. Users: Spill Action Centre staff, appropriate ministry staff. Individuals in Bank: Private citizens. Retention and Disposal: Fifteen years, then transferred to archives.

## Agencies

### Advisory Committee On Environmental Standards

The committee was established in May, 1990, to advise the Minister of the Environment and Energy standards for environmental contaminants after considering public input and pertinent scientific, legal, economic and socio-cultural issues.

The committee is an independent advisory body made up of professionals with expertise in the scientific, economic, labour, social and legal fields, and was set up with the intent of opening up the process of standard setting to provide for public involvement.

In conducting public consultation on acceptable levels of particular environmental contaminants, the committee publishes a Notice of Intent in the Ontario Gazette, Ontario newspapers as well as contacting potentially interested parties on its mailing list.

### General Classes or Types of Records

General Administration, Operations and Recommendations of the Committee

## Environmental Appeal Board

The Environmental Appeal Board was established by the Environmental Protection Act, 1971. Under the Environmental Protection Act, the Ontario Water Resources Act and the Pesticides Act, individuals, government agencies or corporations who are directly affected by a decision of a director can appeal to the board. The board may initiate an appeal hearing to confirm, alter or revoke the decision of the director or may substitute its opinion for that of the director.

### Public Records

#### Environmental Appeal Board Appeal Record

Purpose: Document hearing and appeal notices, and decisions of board. Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.140. Information Maintained: Names, addresses, control orders, decisions of the board, notices of appeal, notices of hearing, related appeal documents and correspondence, stop orders. Retrievability: Name, company, file number. Retention and Disposal: Twenty-five years, then transferred to archives. Access Procedures: Contact Board Secretary.

#### Environmental Appeal Board Hearings Record

Purpose: Document evidence given by witnesses at board hearings. Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.140. Information Maintained: Exhibits entered at hearings, transcripts of public hearings. Retrievability: Name, company, file number. Retention and Disposal: Twenty-five years then transferred to archives. Access Procedures: Contact Board Secretary.

### Environmental Assessment Advisory Committee

This committee advises the Minister of the Environment and Energy, upon request, on matters relating to the policy and application of the Environmental Assessment Act to public and private sector projects and activities in Ontario. The committee also monitors all such requests and decisions under the Environmental Assessment Act.

### Public Records

#### Monitoring Files

Purpose: The committee monitors and maintains a list of all Exemption, Designation and Bump-up requests and the



Minister's decisions on them.Legal Authority: Environmental Assessment Act/MOU.Information Maintained: Numerically maintained by calendar year.Retrievability: Assigned number ie, 93-001-E.Retention and Disposal: Yet to be determined.Access Procedures: Contact: Administrative Assistant, EAAC, 7th - 65 St. Clair Ave. E, Toronto, Ontario, M4T 2Y3 (416) 323-2666.

#### Referral Files

Purpose: To provide advice to the Minister of the Environment and Energy on matters relating to the application of the EA Act to the public and private sector projects and activities in Toronto.Legal Authority: The Environmental Assessment Act/MOU.Information Maintained: Committee report, decision, Minister's referral letter and attachments, instructions, news clippings, project description and background material, public notices and press releases, referral correspondence, report and mailing list, list of speakers, submissions to committee.Retrievability: Number of referral and title of project.Retention and Disposal: Yet to be determined.Access Procedures: Contact: Administrative Assistant, EAAC, 7th Floor, 65 St. Clair Ave. E., Toronto, Ontario M4T 2Y3, (416) 323-2666.

### **Environmental Assessment Board**

This board holds public hearings on whether or not approval should be given for major development proposals under the Environmental Assessment Act, the Environmental Protection Act and the Ontario Water Resources Act.

#### **Public Records**

##### Environmental Assessment Board Hearings Records

Purpose: Public record of hearing process.Legal Authority: Management Board Directive 7-5.Information Maintained: Name, address, applications, board decisions and reports, exhibits entered, notices, occupation, related documents and correspondence, transcripts.Retrievability: Name of proponent, hearing number.Retention and Disposal: Twenty-five years, archives - subject to culling.Access Procedures: N/A.

### **Board of Negotiation**

The Board of Negotiation provides a mechanism for negotiating claims concerning contaminant damage to property. Under the Environmental Protection Act (EPA), an investigation may determine that the damage or injury to vegetation or livestock is caused by a contaminant and that the injury will result in economic loss. If this is the case and the parties involved are unable to come to an agreement regarding damages, the Board of Negotiation can be called upon to help negotiate a settlement. The Board of Negotiation meets with both parties and in an informal manner proceeds to negotiate a settlement of claim. The procedure is without prejudice of any subsequent legal proceedings.

#### **Public Records**

##### Board of Negotiation

Purpose: Maintain a record of notices, ministry investigations and board reports.Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.174.Information Maintained: Name, address, correspondence and reports, notices of negotiation.Retrievability: Name and hearing number.Retention and Disposal: Twenty-five years, then transferred to archives.Access Procedures: Board Secretary, Board of Negotiations, Suite 1201, P.O. Box 2382, 2300 Yonge Street, Toronto, Ontario M49 1E4, (416) 323-4806.

### **Office of Consolidated Hearings**

Under the Consolidated Hearings Act (CHA), the Environmental Assessment Board holds public hearings in conjunction with the Ontario Municipal Board. This occurs when a proposal requires more than one tribunal hearing under the Acts set out in the Schedule to the Consolidated Hearings Act, 1981. The Hearings Registrar must receive written notice from the proponent, specifying the nature of the undertaking, required hearings and governing Acts. The matter is then referred to the chair of the two boards, who establish a joint board for the hearing. The board's decision can be varied or rescinded only by the Lieutenant-Governor-in-Council or on a question of law, may be appealed to the Divisional Court.

### **Environmental Compensation Corporation**

The Environmental Compensation Corporation (ECC) is an Ontario Crown Corporation continued under Part X of the Environmental Protection Act. It helps spill victims and handles applications for financial compensation when loss or damage results from spills of pollutants. The ECC may compensate for bodily injury, clean-up cost, property damage and economic loss. Spill victims must notify the ECC in writing as soon as possible. Victims include those damaged by a spilled pollutant which they neither owned nor controlled, and owners and controllers of the spilled pollutant who were not liable at common law but paid compensation to other victims. The ECC has information brochures available to assist victims.

#### **Personal Information Banks**

##### Applications for Compensation

Location: Environmental Compensation Corporation.Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E. 19, s.103.Information Maintained: Name, accident reports, address, correspondence with applicants, deliberations, employment information, insurance policies, medical information, proofs of loss.Uses: Determine eligibility for compensation.Users: Board, legal counsel, potential subrogated defendants.Individuals in Bank: Individuals notifying the corporation of a loss alleged to have resulted from a spill.Retention and Disposal: Twenty-five years, then transferred to archives.



## Farm Pollution Advisory Committee

The Farm Pollution Advisory Committee is appointed by the Minister under Section 3 (i) of the Environmental Protection Act. The function of the committee is to, upon request in specific instances, advise the ministry on farm pollution problems.

## Interim Waste Authority

The Interim Waste Authority is responsible for establishing 3 landfill sites in the Greater Toronto Area as specified in the Waste Management Act. This office administers the Waste Management Act, 1992, Parts I and II.

### General Classes or Types of Records

Policy Development Files

## Municipal Industrial Strategy for Abatement Advisory Committee

The MISA (Municipal-Industrial Strategy for Abatement) Advisory Committee was formed by Order-in-Council in November 1986. This committee provides advice and recommendations to the Minister of the Environment and Energy on the content of draft regulations relating to the monitoring and control of waste water effluents. The draft monitoring and limits regulations are prepared by industrial and municipal Joint Technical Committees under the direction of the MISA Office, Water Resources Branch. The committee's eight members review draft regulations and other issues on request, and provide an expert "third party" opinion. The advisory committee publishes an annual report that includes a compendium of correspondence, which is available to interested parties upon request. A concise library of MISA-related documents is maintained at the offices of the advisory committee.

### General Classes or Types of Records

General Administration and Operations of Committee

## Niagara Escarpment Commission

The commission administers a land use and development permit program in the Niagara Escarpment area to ensure that the Escarpment is preserved as a natural environment and that development is compatible with that environment.

The commission is also the main source of information for the Niagara Escarpment and the Niagara Escarpment Plan.

Contact the Georgetown office for Dufferin County and Regional Municipalities of Halton and Peel; the Thornbury office for the Counties of Bruce, Grey and Simcoe; and the Grimsby office for the Regional Municipalities of Hamilton-Wentworth and Niagara.

### Common Records

Travel/Expense Accounts

### General Classes or Types of Records

Appeals on Development Permits

Applications for Amendments to the Niagara Escarpment Plan  
Contraventions of Commission Decisions or Use of Land

Without a Permit

Decisions of the Commission

Environmental Surveys and Studies

Land-Use Recommendations and Policy

Maps and Air Photos of Land Uses in the Niagara Escarpment

### Public Records

#### Contraventions

Purpose: Record details and history of contraventions of the Niagara Escarpment Plan; provide bases for further action against contravenor. Legal Authority: Niagara Escarpment Planning and Development Act, R.S.O. 1990, c.N.2,

s.24. Information Maintained: Name, address, location, correspondence, reports. Retrievability: Name. Retention and

Disposal: Five years, then transferred to archives. Access Procedures: In person at the Georgetown Office, 232 Guelph Street, Georgetown, Ontario L7G 4B1, (416) 877-5191.

#### Development Permit Applications

Purpose: Provides data from which the Commission can decide on land usage on the Escarpment. Legal Authority: Niagara Escarpment Planning and Development Act, R.S.O. 1990, c.N.2, s.23. Information Maintained: Name, address, appeals, construction details, correspondence, final decisions, list of owners within 400 feet, location, ownership, site plan. Retrievability: Application number cross-referenced to name. Retention and Disposal: Retained at commission 8 years

and transferred to records centre for 17 years. Access Procedures: In person at Georgetown office, 232 Guelph Street, Georgetown, L7G 4B1, 905-877-5191, for Regional Municipalities of Halton and Peel, and Dufferin County; Grimsby office, 166 Main Street West, Grimsby L3M 1S3, 905-945-9235, for Regional Municipalities of Niagara and Hamilton-Wentworth; Thornbury office for Counties of Bruce, Grey and Simcoe.

#### Plans Amendment Applications

Purpose: Provides bases for commission's decisions, public hearings, decisions on amendments to the Niagara Escarpment Plan. Legal Authority: Niagara Escarpment Planning and Development Act, R.S.O. 1990, c.N.2, s.12. Information

Maintained: Name address property location

decision. Retrievability: Application number and

name. Retention and Disposal: Twenty-five years then

transferred to archives. Access Procedures: In person at Georgetown office, 232 Guelph Street, Georgetown L7G 4B1, (905) 877-5191.

## **Niagara Escarpment Hearing Office**

This office conducts hearings on appeals of decisions made by the Niagara Escarpment Commission.

## **Ontario Energy Board**

The Ontario Energy Board has jurisdiction over energy-related matters, including regulation of natural gas rates, municipal franchise approvals, hydrocarbon pipeline construction and related environmental concerns, expropriations for utility access and control of utility accounting procedures.

Natural gas utilities operating in Ontario under the board's jurisdiction cannot change rates, construct certain facilities or enter into franchise agreements with municipalities without first obtaining the approval of the board through the public hearing process.

The board also advises the Minister of the Environment and Energy on Ontario Hydro; the Minister of Natural Resources about oil and gas production and the Lieutenant-Governor-in-Council on other energy matters.

### **General Classes or Types of Records**

Certificates of Public Convenience  
Franchise Approvals  
Hydro Reports  
Leaves to Construct and Expropriations  
Orders  
Pipeline Hearing Exemptions  
Rate Orders  
Reports to the Lieutenant-Governor-in-Council  
Reports to the Minister of Natural Resources  
Uniform Accounting Orders

### **Manuals**

Cost Assessment Guidelines

## **Ontario Round Table On Environment and Economy**

The Ontario Round Table on Environment and Economy was established by the government in direct response to the 1987 reports of the National Task Force on Environment and Economy and The World Commission on Environment and Development (Brundtland Commission).

The Ontario Round Table is composed of senior decision makers representing government, industry, academe, labour, non-government organizations, agriculture and native peoples. In 1992, it presented a strategy for building an environmentally sustainable economy in Ontario, titled Restructuring for Sustainability. The mission of the renewed Round Table, appointed in 1993, is to foster, promote, catalyze and review the implementation of the recommendations contained in that strategy.

### **General Classes or Types of Records**

Local Round Table Records  
Ontario Round Table Records  
Sector/Organization Records  
Working Group Records

## **Pesticides Advisory Committee**

This committee advises the Minister of the Environment and Energy on matters pertaining to pesticides. It annually reviews the Pesticides Act and Regulations, and government publications respecting pesticides and the control of pests. The committee also recommends classifications for all new pesticide products prior to their marketing and use in Ontario, administers and evaluates the results of a research program on pesticides and publishes an annual report, which is available to interested parties upon request. For other ministry publications on pests and pest control, and information on pesticide licensing, contact the Hazardous Contaminants Branch, Pesticides Section.

### **General Classes or Types of Records**

Chemicals  
Classified Products File  
Companies  
Liaison with Provincial/Federal, U.S. Governments;  
Agencies/Organizations  
Pesticides  
Research Funding Records

## **The Ontario Clean Water Agency**

The Ontario Clean Water Agency will be a new Crown corporation to be created through the Capital Investment Plan Act, introduced on May 17, 1993, and expected to receive third and final reading in the fall session of the legislature. The Clean Water Transition Team is responsible for the preparatory work before the agency is realized.

The agency's mandate will be to plan, design and build water and sewage systems and advise municipalities on water conservation and system optimization measures. It will assume the duties of the former Project Engineering Branch and will operate the water and sewage systems previously operated by the Ministry of the Environment and Energy. The agency will administer the Municipal Assistance Program, designed to help municipalities finance improvements to their systems.

### **General Classes or Types of Records**

Managed Project Records  
Maptrack Database

# FANSHAWE COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Fanshawe College of Applied Arts and Technology  
1460 Oxford Street East  
P.O. Box 4005  
London, Ontario  
N5W 5H1  
(519) 452-4458

## Access

Freedom of Information and Privacy Coordinator  
Fanshawe College of Applied Arts and Technology  
1460 Oxford Street East  
P.O. Box 4005  
London, Ontario  
N5W 5H1  
(519) 452-4197



A public reading room for the review of manuals and other information is open during regular office hours at 1460 Oxford Street East, London.

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Fanshawe College provides students with quality learning experiences for career and personal development in a wide range of part-time and full-time vocational programs and courses as well as part-time avocational activities. Learning experiences are offered in the areas of post-secondary certificate and/or diploma programs, academic upgrading, adult retraining, continuing education and general interest.

Fanshawe College is a Crown corporation of the Government of Ontario, governed by a Board of Governors and administered by a President as Chief Executive Officer. The college is organized into three divisions, Academic, Community and General Services with campuses in the Counties of Elgin, Middlesex, Norfolk and Oxford. Head office is located at 1460 Oxford Street East, London.

## Academic Services

The Vice President, Academic is responsible for the policy, planning, operation and direction of academic programs within Fanshawe College, and the operation of committees appropriate to the development and monitoring of programs.

### Common Records

Day Care Registrants  
Dental Clinic Patients  
Student Appeals (disciplinary, administrative, academic)

Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

## Board of Governors

The Board of Governors establishes college goals, priorities and policies, and evaluates progress achieved on these activities and policy directions. The Board of Governors is comprised of 17 members which includes the college's President as an ex-officio member. Also included in this number are one member each of the three employee groups of the college and one member of the student body. The board is further supported by an Executive Secretary, a Treasurer and appropriate support staff.

### Common Records

Board of Governors Membership

### General Classes or Types of Records

Building and Property - Original Documents  
Bylaws  
Contracts/Agreements and Lease  
Minutes of Board and Standing Committees  
Policies

### Manuals

Board Policies and Procedures  
Governor's Handbook  
Guidelines for Advisory Committee Members

## Community Services

The Vice President, Community Services is responsible for the policy, planning, operation and direction of educational programs offered through the School of Continuing Education and the Community Access and Development Division, the cooperative education programs, the international education programs, the learning centres, marketing and promotional services, the coordination of fundraising activities and the National Adult Literacy Database (NALD).

### Common Records

Co-op, Work Term, Final Job Placements  
FUTURES Program Applicants and Participants  
Graduate and Alumni Records  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Tests, Examinations and Assessments

## General Services

The Vice President, General Services is responsible for administrative support services in non-academic areas such as finance and payroll, plant and property matters, educational resources, computer services, medical services, student admissions, student administrative council, student athletics, employment and education equity, as well as counselling and career development.



### **Common Records**

Employee Personnel, Payroll and Benefits Records  
Graduate and Alumni Records  
Health and Medical Records  
Library Users Lists  
Ontario Student Assistance Program  
Parking Records  
Scholarships and Awards  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Vocational Testing and Counselling

### **General Classes or Types of Records**

Peer Tutoring Records  
Skills Inventory

### **Manuals**

Budget Process Manual

### **Personal Information Banks**

#### Occupational Health and Safety Training Records

Location: General Services.Legal Authority: Occupational Health and Safety Statute Law Amendment Act, 1990, S.O. 1990, c.O.7.Information Maintained: Name, WHIMIS training details, employee number, medical information where injury occurs, name of division or department.Uses: Monitor WHIMIS training, perform employee duties pursuant to the Act.Users: Occupational Health and Safety Services employees.Individuals in Bank: College employees.Retention and Disposal: Not determined.

#### Special Needs Student Files

Location: General Services.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Name, address, application and intake records, assessment reports, date of birth, documentation of disability, medical documentation, telephone number.Uses: Assist in providing appropriate accommodation to students with special needs; assist in administering program.Users: Special Needs Unit staff.Individuals in Bank: Students and potential students with special needs due to disabilities.Retention and Disposal: Three years.

### **President's Office**

The President is appointed by and responsible to the Board of Governors as the Chief Executive Officer with responsibility for the day-to-day operation of the college. The President's Office is comprised of the President, three Vice Presidents, the Human Resources Department, the manager of Staff Development Services, the executive assistant to the President and appropriate support staff.

### **Common Records**

Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
Grievances and Applications  
Health and Medical Records  
Job Competitions and Applications  
Ombudsman/Human Rights Commission  
Professional Development  
Student Appeals (disciplinary, administrative, academic)  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### **General Classes or Types of Records**

Fundraising Activities  
Government Relations

### **Manuals**

College Policies and Procedures

# MINISTRY OF FINANCE

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## Head

Minister of Finance  
7 Queen's Park Crescent  
7th Floor  
Frost Building  
Toronto, Ontario  
M7A 1Y7  
(416) 325-0400

## Access

Freedom of Information and Privacy Coordinator - Fred Jones  
Ministry of Finance - Oshawa  
33 King Street West, 6th Floor  
Oshawa, Ontario  
L1H 8H4  
(905) 433-6028



A public reading room is available for the review of manuals and other information at the following location: 33 King Street West, 6th Floor Oshawa, Ontario L1H 8H4

Freedom of Information and Privacy Coordinator - Fred Jones  
Ministry of Finance  
1075 Bay Street, 4th Floor  
Toronto, Ontario  
M5S 2B1  
Attention: Ron Ward  
(416) 325-8369



A public reading room is available for the review of manuals and other information at the following location: Main Floor Frost Building North 95 Grosvenor Street Toronto, Ontario

The ministry is an amalgamation of the former Ministries of Treasury and Economics, Revenue and Financial Institutions. The process of restructuring within the new ministry is continuing.

The principal functions of the ministry are to recommend taxation, fiscal, economic and regional policies; implement expenditure management policies; provide advice to ensure consistency among these policies and other government programs; develop the Provincial Budget and manage the province's finances; administer the province's major tax statutes and tax assistance programs; and conduct property assessments to provide the tax base for Ontario municipalities.

In addition, the ministry is responsible for policies relating to the regulation, supervision and policy direction of financial institutions operating in Ontario, including loan and trust companies, credit unions and cooperatives, and the Mortgage

Broker's Act. The ministry works closely with the Ontario Securities Commission, the Pension Commission of Ontario and the Ontario Insurance Commission.

## Deputy Minister's Office

### Communications Branch

The Communications Branch informs the general public, interest groups and the news media about ministry policies, programs and activities.

The branch also establishes the ministry's communications policies and strategies, advises other branches on communications issues and methods, and provides communications and media relations support to the Minister of Finance, the Deputy and senior ministry staff. Activities include liaising with the media, answering public inquiries, and producing and distributing news releases, statements and publications.

### General Classes or Types of Records

Ministry of Finance Press Releases  
Statements to the Legislature by Minister of Finance

### Office of Legal Services

Legal services for the Ministry of Finance are provided by this branch. It counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services include litigation, prosecutions, settling claims, drafting agreements and legislation, offering legal advice on government financial matters, tax policy, administration and enforcement, property assessment matters, issuance of Ontario securities and matters concerning legislation on financial services for which the ministry is responsible.

### Common Records

Employee Personnel, Payroll and Benefits Records  
Litigation Files  
Ombudsman/Human Rights Commission  
Travel/Expense Accounts

## Associate Deputy Minister

### Corporate Planning Branch

The branch is responsible for corporate resource management. This involves developing and implementing resource management processes and support systems, preparing expenditure estimates, monitoring operational performance and recommending appropriate actions.

The branch is also responsible for analyzing, reviewing and responding to Cabinet Submissions and policy issues pertaining to tax administration and property assessment; controlling, coordinating, researching and developing corporate issues and policies.

In addition, the branch liaises with central agencies (i.e. Management Board, Treasury Board, Cabinet Office) and other ministries and provides support and advice to the ministry executive on resource management, planning and policy issues.

### General Classes or Types of Records

Business Planning System Assistant  
Revenue Information

### Employment Equity Office

The Employment Equity Office is responsible for planning, developing and coordinating the Employment Equity Program to improve the status and ensure equal employment opportunities for aboriginal peoples, francophones, persons with disabilities, racial minorities and women.

### Common Records

Employment Equity Program  
Workplace Discrimination and Harassment Prevention Program

### Deputy Minister - Corporate Services Division

This division manages and administers corporate services: Human Resources, Information Systems Development, Systems Operations, Audit Services, Finance and Administration, Taxation Data Centre, and Client Services and Public Relations.

### Audit Services Branch

This branch develops and directs comprehensive internal audit programs, which independently and systematically review, evaluate and report on the efficiency, economy and effectiveness of the financial, administrative, management and information technology systems and controls throughout the ministry, its agencies and clients, which include the Ministry of Intergovernmental Affairs, Fair Tax Commission, Office of the Premier, Cabinet Office, Premier's Councils and the Office of the Francophone Affairs.

### Client Services and Public Relations Branch

The Client Services and Public Relations Branch (CSPR) provides information to the public, client groups, ministry employees and central agencies about Ontario's taxation and financial policies. This information includes taxing statutes, tax

assistance, property assessment and the operation and regulation of policy for Ontario's financial institutions.

CSPR is responsible for enquiry services; communications planning, writing and editing services; materials design and production; employee communications; media monitoring; market research and business analysis; advertising campaigns and audio-visual services. The branch's Client Enquiry Services provides ministry information, application assistance, forms and publications for the public through a one-stop information centre. Calls can be made from anywhere in Ontario toll-free by calling 1-800-263-7965, French 1-800-668-5821 and Telecommunication Device for the Deaf (TDD) or Hard of Hearing 1-800-263-7776. There are also four walk-in centres in Oshawa, Sudbury, Belleville and Barrie that handle enquiries and tax payments.

The branch is also responsible for administering the Freedom of Information and Protection of Privacy Act (FOI). The FOI Office processes all requests for access to information, according to the provisions of the Act.

### Common Records

Freedom of Information and Protection of Privacy Act Requests

### Finance and Administration Branch

The branch includes an Administration Section, a Facilities Section and a Finance Section.

### Common Records

Freedom of Information and Protection of Privacy Act Requests

### Manuals

Corporate Administrative Procedures  
Corporate Financial Procedures

### Personal Information Banks

#### Control and Review Records

Location: Finance and Administration Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.47. Information Maintained: Name, social insurance number, financial data (purchase of bonds parking charges), salary, travel advance claims. Uses: Perform reconciliations of ministry accounts, ensuring accuracy of transactions recorded. Users: Accounting, personnel and audit staff. Individuals in Bank: Classified, unclassified and contract staff. Retention and Disposal: Six years, then destroyed.

#### Education Assistance

Location: Finance and Administration Branch. Legal Authority: Financial Administration Act, R.S.O. 1990, c.47. Information Maintained: Name, social insurance number, financial data. Uses: Record ministry expenditures. Users: Accounting, personnel and audit staff. Individuals in Bank: Employees reimbursed for education expenses. Retention and Disposal: Six years, then destroyed.



## Human Resources Branch

This branch performs the Human Resources Management function for the Ministries of Finance and Intergovernmental Affairs, Office of the Premier, Cabinet Office, Office of Francophone Affairs and the Premier's Councils.

The branch is responsible for establishing ministry personnel policies and procedures, creating appropriate classification and compensation levels for employees, recruiting staff, counselling employees, coordinating staff training and development, investigating employee grievances and handling all matters affecting work conditions and performance. The branch maintains the ministry's personnel, payroll and employee benefit records. It serves as a liaison between the ministry, Management Board of Cabinet, and the Ontario Public Service Employees Union (OPSEU). The Human Resources Branch also coordinates the ministry's French Language Services program.

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
FUTURES Program Applicants and Participants  
General Employment History and Payroll Information  
Grievances and Applications  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Workers' Compensation

### Personal Information Banks

#### Finance - Human Resources Information System

Location: Human Resources Branch.Legal Authority: Public Service Act, R.S.O. 1990, c.P.47.Information Maintained: Name, address and other basic employee data, benefit credit data, classification level, continuous service date, date of birth, education, pension credit date, position and organization information, salary, social insurance number, training and development data.Uses: Workforce Planning and Management, Business Planning and Financial planning, reporting on organizations, human resources, staffing, training and development, employee profiles.Users: Corporate and ministry line and planning staff, Human Resources Branch staff, ministry managers, selected Management Board staff, Audit Services Branch.Individuals in Bank: Classified and unclassified staff.Retention and Disposal: Not determined.

#### Home-Owner Employee Relocation Plan

Location: Human Resources Branch.Legal Authority: Financial Administration Act, R.S.O. 1990 c.F.12.Information Maintained: Name, social insurance number, address, details of liens or mortgages, financial data related to the sale or purchase

of residence, job classification, legal description of property, property price, salary.Uses: Back-up documentation for claims payment.Users: Human Resources Branch administrative and audit staff.Individuals in Bank: Staff relocating under the Employee Relocation Expenses Policy as a result of a change of job location.Retention and Disposal: Minimum 1 year, then destroyed.

#### Summer Student Employment Programs

Location: Human Resources Branch.Legal Authority: Public Service Act, R.S.O. 1990, c.P.47.Information Maintained: Name, address, education, employment history, references.Uses: Select and recruit summer students.Users: Personnel administrators, staffing officers, managers, supervisors.Individuals in Bank: Summer student applicants.Retention and Disposal: One year, then destroyed.

## Information Systems Development Branch

This branch is responsible for systems development and maintenance functions, including the design, programming, testing and implementation of all major data processing systems; the provision of records management services and business re-engineering support to the ministry.

### Common Records

Employee Personnel, Payroll and Benefits Records

### General Classes or Types of Records

Administration - Tenders and Agreements

## Systems Operations Branch

This branch supports local and remote users in the operation and management of information technology services and resources. Responsibilities include security and recovery of information technology processing services; help desk support, forms control, production support, software management, capacity and performance management, technology acquisition and deployment across PC, mid-range and mainframe platforms in a local and wide-area telecommunications environment.

## Taxation Data Centre

This branch processes revenue received under the taxing statutes; assesses eligibility for payment of refunds to the public under the Ontario Incredible Program, Permanently Physically Disabled Program and Alternate Fuel Conversion Program; and processes fuel tax rebates to farmers. The branch also provides data processing support for the Tax Administration Division and Corporate Services Division, and processes fines for the Ministry of the Attorney General, Courts Administration Division, and Management Board Secretariat, Central Collections Services.

## Assistant Deputy Minister - Property Assessment Division

### Appraisal Services Branch

This branch provides valuation expertise and advice to regional assessment offices on properties of all types. It also develops assessment valuation procedures and techniques, and undertakes the defence of complex assessments under judicial appeal.

#### General Classes or Types of Records

Special Properties Court Cases  
Studies on Special Properties

### Assessment Policies and Priorities Branch

This branch provides legislation, planning, policy and research support to the Assistant Deputy Minister. It also liaises with other ministries, levels of government, municipal and school board associations, and the public; provides financial and operational planning support to program branches and regional offices; and conducts tax-impact analyses for municipalities that have requested reassessment.

#### General Classes or Types of Records

Assessment Court Case Files  
Assessment Legislation and Policy Development

### Data Services and Development Branch

This branch is responsible for assessment information management, including the supply of computer data services to regional assessment offices, municipalities and school boards. New assessment and data processing systems, including OASYS (Ontario Assessment System), are also developed by the branch.

### Property Assessment Division

This division administers the Assessment Act, under which it is responsible for property assessment and municipal enumeration. It assesses property (land and buildings) in Ontario and determines a value for each property, which is then used by municipalities and school boards to calculate local taxes. It conducts a municipal enumeration every three years and compiles municipal voters' lists and school support lists.

Under the Provincial Land Tax Act, it assesses property in unorganized territories.

#### Common Records

Employee Personnel, Payroll and Benefits Records

#### General Classes or Types of Records

Apportionments  
Appraisal Cards for Residential and Farm Properties  
Building Permits - Reports

Equalization  
Property Valuation Records  
Quality Control Reports  
Reassessment Files

#### Manuals

A Guide to the Assessment Act  
Assessment - Provincial Land Tax System  
Assessment - Quality Control Program  
Assessor's Field Guide  
Case Summaries and Topical Papers  
Enumeration  
Ontario Assessment System (systems specifications, training manual, operating guide, valuation tools, procedures guide)  
Ontario Property Assessment Court Case Index  
Ontario Valuation Manual - Residential and Farm Properties  
Production Output User's Manual  
Property Assessment Policy Manual  
Property Assessment Procedures Manual

#### Personal Information Banks

##### Ontario Assessment System (OASYS)

Location: Property Assessment Division. Legal Authority: Assessment Act, R.S.O. 1990, c.A.31. Information Maintained: Name, French language education rights, address, citizenship if Canadian, physical inventory of property owned or leased, property value for assessment purposes, religion if Roman Catholic, sex, year and month of birth. Uses: Property assessment; determine school tax support status; determine eligibility as a municipal elector or juror; compile provincial census. Users: Assessment program staff, municipal clerks and staff, school board officials, Ministry of Municipal Affairs, Ministry of Education and Training, Ministry of the Attorney General. Individuals in Bank: Residents, owners and tenants of property in Ontario. Retention and Disposal: Destroyed when individual no longer has an ownership or tenancy interest in a property.

#### Public Records

##### Property Assessment Public Information

Purpose: Produce the assessment roll, compile a list of persons entitled to direct school taxes, compile an enumeration list for municipal elections. Legal Authority: Assessment Act, R.S.O. 1990, c.A.31; Municipal Elections Act, R.S.O. 1990, c.M.53; Education Act, R.S.O. 1990, c.E.2. Information Maintained: Name, assessment roll number, legal description of property, mailing address, occupancy status, property location, property value for assessment purposes, religion if Roman Catholic, school system supported. Retrievability: Name, assessment roll number, property address or legal description of property. Retention and Disposal: Destroyed when individual no longer has an ownership or tenancy interest in property. Access Procedures: Primary custodians of this information are municipalities. Requests for information should be referred to municipal clerks. Ministry of Finance regional assessment



offices will also respond to personal, telephone and written inquiries. Addresses are listed in the Government of Ontario Telephone Directory.

## Regional Operations Branches

These branches are responsible for assessing all property (land and buildings) in Ontario under the Assessment Act and the Provincial Land Tax Act. The assessed value is then used by municipalities and school boards in calculating local taxes. They also issue Notices of Property Valuation, prepare property assessment rolls and defend assessment appeals.

These branches are also responsible for municipal enumerations, which are done to prepare voters' lists for municipal and school board elections, to direct school taxes, to identify English- and French-language electors for school boards, to prepare lists of potential jurors, and to prepare the Ontario population reports.

These activities are carried out through 31 regional assessment offices, each managed by an assessment commissioner. The offices are responsible for specific areas, defined by county, region, district or municipal boundaries. There are also 10 sub-offices.

Enquiries regarding property assessment should be directed to the appropriate regional assessment office. Enquiries regarding property taxation and other municipal matters should be directed to the clerk or treasurer of the appropriate municipality. Enquiries about school support or school issues should be directed to the appropriate school board.

## Central and Western Regional Operations Branch

This branch is responsible for the operations of the regional assessment offices in central and western Ontario, which assess property (land and buildings) under the Assessment Act. The assessed value is then used by municipalities and school boards in calculating local taxes. The offices issue Notices of Property Valuation, prepare property assessment rolls and defend assessment appeals. The offices also conduct municipal enumerations, which are done to prepare voters' lists for municipal and school board elections, to direct school taxes, to identify English- and French-language electors for school boards, to prepare lists of potential jurors, and to prepare the Ontario population reports.

There are 17 offices reporting to this branch, each managed by an assessment commissioner and one sub-office. The offices are responsible for specific areas, defined by region, county or municipal boundaries.

Enquiries regarding property assessment should be directed to the appropriate regional assessment office. Enquiries regarding property taxation and other municipal matters should be directed

to the clerk or treasurer of the appropriate municipality. Enquiries regarding school support or school issues should be directed to the appropriate school board.

## Eastern and Northern Regional Operations Branch

This branch is responsible for directing the operations of the regional assessment offices in eastern and northern Ontario, which assess property (land and buildings) under the Assessment Act and the Provincial Land Tax Act. The assessed value is then used by municipalities and school boards in calculating local taxes. The offices issue Notices of Property Valuation, prepare property assessment rolls and defend assessment appeals. The offices also conduct municipal enumerations, which are done to prepare voters' lists for municipal and school board elections, to direct school taxes, to identify English- and French-language electors for school boards, to prepare lists of potential jurors and to prepare the Ontario population reports.

There are 14 offices reporting to this branch, each managed by an assessment commissioner and 9 sub-offices. The offices are responsible for specific areas, defined by region, county, district or municipal boundaries.

Enquiries regarding property assessment should be directed to the appropriate regional assessment office. Enquiries regarding property taxation and other municipal matters should be directed to the clerk or treasurer of the appropriate municipality. Enquires about school support or school issues should be directed to the appropriate school board.

## Assistant Deputy Minister - Tax Division

This division administers the Corporations, Employer Health, Fuel, Gasoline, Land Transfer, Mining, Provincial Land, Race Tracks, Retail Sales and Tobacco Tax Acts, as well the Ontario Guaranteed Annual Income Act, the Ontario Pensioners Property Tax Assistance Act, the Ontario Home Ownership Savings Plan Act, the Employee Share Ownership Plan Act, the Small Business Development Corporation Act, the Commercial Concentration Tax Act, the Labour Sponsored Venture Capital Corporations Act and the Succession Duty Supplementary Provisions Act.

### Personal Information Banks

#### Management Rotation Files

Location: Assistant Deputy Minister - Tax Division. Legal Authority: Public Service Act, R.S.O 1990, c.P. 47, s.4(4), s.6(1) and s.24. Information Maintained: Name, classification, employment history, list of positions for which candidate wishes to be considered, position title, time in position. Uses: Career development and selection for reassignment/rotation. Users:



Managers responsible for administering the program, managers responsible for decisions related to program participants. Individuals in Bank: Management personnel who volunteer to participate in the program. Retention and Disposal: One year, then destroyed.

## Collections Branch

This branch is responsible for the recovery of past due tax payments and returns for tax statutes administered by the Tax Administration Division.

### General Classes or Types of Records

Tax Revenue Automated Compliance and Enforcement System

#### Manuals

Corporations Tax Collection Manual - Procedures for Collecting Corporations Tax Accounts Receivables  
MFTT Collection Manual - Procedures for Collecting MFTT Accounts Receivable

## Corporations Tax Branch

This branch administers the Corporations Tax Act, which deals with corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital), and consents to revive or surrender charters or to dissolve a corporation voluntarily. The special tax on insurance companies, based on taxable insurance premiums, is also a branch responsibility.

In addition, the Corporations Tax Branch administers the Mining Tax Act. Mining taxes are based on profits generated from producing mines in Ontario in accordance with the Act.

### Common Records

Employee Personnel, Payroll and Benefits Records

### General Classes or Types of Records

Advance Rulings  
Corporate Tax Returns  
Corporations Tax Computer System  
Corporations Tax Interpretations and Information Bulletins  
Legislative Support Records  
Tax Roll - Files, Records and Reports  
Taxpayers - Audit Files and Inspection Reports

#### Manuals

Corporations Tax - Audit, Tax Roll, Correspondence, Accounts  
Mining Tax - Audit

## Employer Health Tax Branch

This branch administers the Employer Health Tax Act. Employers with a permanent establishment in Ontario are required to pay an employer health tax, based on the remuneration paid to their employees.

All self-employed individuals residing in Ontario who have net self-employment income of more than \$40,000, some or all of which is from Ontario, are also required to pay the tax. The tax will be based only on the percentage of income allocated to Ontario.

All inquiries about the tax should be directed to one of the regional offices listed below. All long-distance callers may contact the office by using the toll-free English and toll-free French lines anywhere in Ontario. Also, facsimile lines are available for each regional office.

### General Classes or Types of Records

Employer Health Tax Records

#### Manuals

Audit Handbook  
Employer Health Tax - Legislative Policy Directives  
Legislation Handbook (MAF)

### Personal Information Banks

Employer Health Tax for Self-Employed Individuals  
Location: Employer Health Tax Branch. Legal Authority: The Employer Health Tax Act will be amended retroactively to provide the authority. Information Maintained: Name, address, social insurance number, employer health tax account number, primary source of income, self-employment income, percentage allocated to Ontario. Uses: Information is used to administer and collect Employer Health Tax for Self-Employed Individuals. Users: Employer Health Tax Branch, auditors, managers and other branches of the ministry. Individuals in Bank: Self-employed individuals who are subject to the tax. Retention and Disposal: Ten years.

## Motor Fuels and Tobacco Tax Branch

This branch administers the Gasoline Tax Act (gasoline, propane, aviation fuel), the Fuel Tax Act (diesel fuel), the Tobacco Tax Act (cigarettes, tobacco, cigars) and collects tax on the sale of fuels and tobacco. Collectors (usually wholesalers or distributors) are appointed or registered, and tax refunds are provided, when applicable.

The branch also administers the Land Transfer Tax Act and the Provincial Land Tax Act.

Land Transfer Tax, which is a tax on individuals or corporations registering land or an interest in land in Ontario, consists of one-half of 1% on the first \$55,000, 1% on the next \$195,000 and 1.5% on the rest. Additional tax of one-half of 1% applies on residential property over \$400,000. Non-residents of Canada pay 20% tax on restricted land (farm land, recreational land, etc.). Land Transfer Tax must be paid to the Land Registrar before registering a conveyance. Provincial Land Tax is a tax collected from landowners in unorganized territories. For

property assessments for this tax, contact the closest regional assessment office, listed under the Field Operations Branch.

The branch administers the program that refunds the land transfer tax paid by the first-time homebuyers who participate in the Ontario Home Ownership Savings Plan Program (OHOSP). First-time homebuyers are entitled to a land transfer tax refund on a graduated scale tied to the price of the home purchased.

The Motor Fuels and Tobacco Tax Branch also administers two Acts, which have been repealed, during their phase-out period: the Succession Duty Act and the Commercial Concentration Tax Act.

### **General Classes or Types of Records**

Audit Statistics  
Commercial Concentration Tax Register  
Commercial Concentration Tax Revenue  
Fuel Tax Audit File  
Fuel Tax Correspondence File  
Fuel Tax Inspections - Reports  
Fuel Tax Returns File  
Fuel Tax Revenue  
Gasoline Tax Audit File  
Gasoline Tax Correspondence File  
Gasoline Tax Returns File  
Gasoline Tax Revenue  
Land Transfer Tax Computerized 3(9) Deferral System  
Land Transfer Tax Computerized Direct Payment System  
Land Transfer Tax Computerized No-Tax Returns System  
Land Transfer Tax Files  
Land Transfer Tax Manual Direct Payment System  
Land Transfer Tax Non-Resident Computerized Deferral System  
Land Transfer Tax Refund System  
Provincial Land Tax Register  
Provincial Land Tax Revenue  
Refund Correspondence File  
Refund System  
Revenue Statistics  
Succession Duty Estate Files  
Tobacco Tax Audit Files  
Tobacco Tax Casual Remittance Return  
Tobacco Tax Correspondence File  
Tobacco Tax Returns File  
Tobacco Tax Revenue

### **Manuals**

Fuel and Terminal Inspections  
Land Transfer Tax  
Land Transfer Tax - OHOSP Refunds  
Motor Fuels and Tobacco Tax Branch - Interpretations, Audit, Rulings, Customer Services  
Provincial Land Tax

### **Personal Information Banks**

#### Land Transfer Tax Refunds

Location: Motor Fuels and Tobacco Tax Branch. Legal Authority: Land Transfer Tax Act, R.S.O. 1990, c.L.6. Information Maintained: Name, address, telephone number, social insurance number, spouse's name and social insurance number, OHOSP plan creation date, location of plan, details of purchase, details of claim, approval for release of income tax information of claimant and spouse. Uses: Determine eligibility for a refund of land transfer tax to OHOSP plan holders. Users: Operational, administrative, audit, management, appeals, OHOSP and legal staff. Individuals in Bank: Tax refund claimants. Retention and Disposal: Minimum of three years, then archived.

#### Land Transfer Tax Return

Location: Motor Fuels and Tobacco Tax Branch. Legal Authority: Land Transfer Tax Act, R.S.O. 1990, c.L.6. Information Maintained: Name, address, legal description of land, non-resident application information, purchase/sale agreement information, total value of consideration. Uses: Determine land transfer tax liability, exemption or deferral. Users: Operational, administrative, audit, management, appeals, OHOSP and legal staff. Individuals in Bank: Transferrees or their trustees who have not registered land disposition. Retention and Disposal: Not determined.

#### Provincial Land Tax Register

Location: Motor Fuels and Tobacco Tax Branch. Legal Authority: Provincial Land Tax Act, R.S.O. 1990, c.P.32. Information Maintained: Name and address of registered owners and Crown tenants, licence-of-occupation and land use permit holders, description and assessed value of property, assessment roll and Provincial Land Tax Register account numbers, annual tax, financial information pertaining to current taxes and arrears, membership of Local Services and Roads Boards. Uses: Produce annual billing to collect property taxes and Local Services Boards' levies for properties located in unorganized areas of the province; publish annually in the Ontario Gazette a list of cautioned properties liable for forfeiture. Users: Operational, administrative, audit and management, appeals and legal staff. Individuals in Bank: Registered owners, Crown tenants, and licence-of-occupation and land use permit holders. Retention and Disposal: Not determined.

### **Public Records**

#### Land Transfer Tax Affidavit

Purpose: Record all Affidavits of Residence and Value of the Consideration filed for any conveyance of land where a payment of tax has been made under the Act directly to the Ministry of Revenue. Legal Authority: Land Transfer Tax Act, R.S.O. 1990, c.L.6, as amended. Information Maintained: Legal description of land, transferor's name, transferee's name,



residency status of transferee, assessment roll number, financial particulars/information on allocation/consideration passing, nature of the land conveyed, nature of the conveyance, type of instrument involved, address of the property conveyed, assessment roll number, mailing address for Assessment Act purposes, registration number of previous instrument dealing with land conveyed, transferee's solicitor name and address. Retrievability: Direct payment receipt number. Retention and Disposal: Not yet determined. Access Procedures: Searches as to the information listed on the affidavit only may be requested in person, by mail or telephone.

## Retail Sales Tax Branch

This branch administers the Retail Sales Tax Act in Ontario. Vendors collect retail sales tax from consumers at the time of purchase on most goods, taxable services, insurance premiums and prices of admission. The branch operates offices throughout Ontario which issue vendor permits and provide information on exemptions and other aspects of retail sales tax, including vendor information for those starting a business. Tax advice is offered in numerous forms: answering taxpayers' specific questions by telephone, letter or in person; publishing sales tax guides; and providing bulletins, seminars, lectures and visits to businesses. Refunds of tax are given under various circumstances, such as payment of tax in error by consumers; and for motor vehicles purchased for the transport of people with certain permanent physical disabilities. The Retail Sales Tax offices have refund application forms available. Audits ensure that tax is collected and paid in the correct way. Tax collection under the Race Tracks Tax Act is also administered by the branch.

Long-distance callers may contact the office in their area by using toll-free lines.

### Common Records

Employee Personnel, Payroll and Benefits Records

### General Classes or Types of Records

Vendor Files - Retail Sales Tax Branch

### Manuals

Retail Sales Tax - Audit Handbook, Default/Delinquency, Ontario Motor Vehicle Licence Issuer's Handbook, Refund Handbook, Returns and Remittances, Understanding Ontario Sales Tax, Vendor Administration

### Personal Information Banks

Chattel Purchases, Private Sales and Cross-Border Purchases by Ontario Residents

Location: Retail Sales Tax Branch. Legal Authority: Retail Sales Tax Act, R.S.O. 1990, c.R.31. Information Maintained: Name, address, description of these items sold to parties to these transactions. Uses: Monitor payment of sales tax due on these transactions; raise and collect assessments in cases of

non-compliance with the legislation. Users: Ministry and audit staff. Individuals in Bank: Purchasers and sellers involved in chattel purchases, private sales and cross-border purchases. Retention and Disposal: Two years, then destroyed.

### Motor Vehicle Transfers (MV-1, MV-2)

Location: Retail Sales Tax Branch. Legal Authority: Retail Sales Tax Act, R.S.O. 1990, c.R.31. Information Maintained: Name and address of current and previous owner of motor vehicle, financial details of private sale/purchase of a motor vehicle. Uses: Verify payment of sales tax; confirm entitlement to tax exemptions; investigate questionable declarations; raise assessments where appropriate. Users: Ministry and audit staff, Ministry of Transportation and Ministry of Consumer and Commercial Relations. Individuals in Bank: Individuals transferring ownership of motor vehicles through private sales. Retention and Disposal: Two years, then destroyed.

### Refunds - Alternative Fuel Vehicles and Conversion Kits

Location: Retail Sales Tax Branch. Legal Authority: Retail Sales Tax Act, R.S.O. 1990, c.R.31. Information Maintained: Name, address, telephone number, details of vehicle purchase, vehicle conversion to use of alternative fuel, purchase of conversion kit. Uses: Verify eligibility for refunds. Users: Ministry and audit staff. Individuals in Bank: Refund claimants. Retention and Disposal: Four years, then destroyed.

### Refunds - Transportation of Persons With Permanent Physical Disabilities

Location: Retail Sales Tax Branch. Legal Authority: Retail Sales Tax Act, R.S.O. 1990, c.R.31. Information Maintained: Name, address, date of birth, details of vehicle purchase, medical condition. Uses: Verify eligibility for sales tax refund. Users: Ministry and audit staff. Individuals in Bank: Refund claimants. Retention and Disposal: Four years, then destroyed.

### Refunds - Used Vehicle Information Program

Location: Retail Sales Tax Branch. Legal Authority: Retail Sales Tax Act, R.S.O. 1990, c.R.31. Information Maintained: Name, address, details of vehicle transferred appraisal forms. Uses: Verify eligibility of refunds. Users: Branch and ministry staff. Individuals in Bank: Refund claimants. Retention and Disposal: Two years then destroyed.

### Refunds, Visitors to Ontario - Transient Accommodation and Goods Removed Within 60 Days

Location: Retail Sales Tax Branch. Legal Authority: Retail Sales Tax Act, R.S.O. 1990, c.R.31. Information Maintained: Name, address, details of transient accommodation, purchases made by Ontario claimants, telephone number. Uses: Verify eligibility for refund. Users: Ministry and audit staff. Individuals in Bank: Verify eligibility for refund. Retention and Disposal: Three years, then destroyed.

### Retail Sales Tax - General Refunds

Location: Retail Sales Tax Branch. Legal Authority: Retail Sales Tax Act, R.S.O. 1990, c.R.31. Information Maintained: Name, address, details of financial transactions. Uses: Verify eligibility



for sales tax refunds. Users: Ministry and audit staff. Individuals in Bank: Tax refund claimants. Retention and Disposal: Four years, then destroyed.

## Special Investigations Branch

This branch is responsible for the enforcement of seventeen statutes administered by the Tax Division.

It investigates cases of tax evasion, fraudulent grant and tax credit claims, and other serious offences. It recommends prosecution in cases where sufficient evidence is available to support such action.

### Common Records

Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests

### Manuals

Special Investigations - Investigations, Prosecutions

### Personal Information Banks

#### Special Investigations

Location: Special Investigations Branch. Legal Authority: Land Transfer Tax Act, R.S.O. 1990, c.L.6; Retail Sales Tax Act, R.S.O. 1990, c.R.31; Gasoline Tax Act, R.S.O. 1990, c.G.5; Fuel Tax Act, R.S.O. 1990, c.F.35; Corporations Tax Act, R.S.O. 1990, c.C.40; Tobacco Tax Act, R.S.O. 1990, c.T.10; Employer Health Tax Act, R.S.O. 1990, c.E.11; Mining Tax Act, R.S.O. 1990, c.M.15; Income Tax Act, R.S.O. 1990, c.I.2; Race Tracks Tax Act, R.S.O. 1990, c.R.1; Small Business Development Corporations Act, R.S.O. 1990, c.S.12; Ontario Home Ownership Savings Plan Act, R.S.O. 1990, c.O.20; Employee Share Ownership Plan Act, R.S.O. 1990, c.E.10; Ontario Guaranteed Annual Income Act, R.S.O. 1990, c.O.17.; Ontario Pensioners Property Tax Assistance Act, R.S.O. 1990, c.O.33; Labour Sponsored Venture Capital Corporations Act, 1992, S.O. 1992, c.18; Provincial Land Tax Act, R.S.O. 1990, c.P.32. Information Maintained: Business information, correspondence pertaining to investigations, financial information, investigative actions, memorandums, reports pertaining to investigations. Uses: Record information gathered during investigation of offences. The branch discloses personal information under written agreement. Such disclosures are authorized under s.42(f) and s.42(g) of the Freedom of Information and Protection of Privacy Act. Users: Staff investigators, Tax Appeals Branch, legal and audit staff. Individuals in Bank: Individuals suspected of non-compliance with requirements of tax revenue statutes, tax credit and grant programs administered by the Tax Division. Retention and Disposal: Six years, then destroyed.

## Tax Appeals Branch

The branch processes objections and appeals filed under the following statutes administered by the ministry: the

Corporations Tax Act, the Mining Tax Act, the Fuel Tax Act, the Gasoline Tax Act, the Land Transfer Tax Act, the Retail Sales Tax Act, the Tobacco Tax Act, the Ontario Guaranteed Annual Income Act, the Ontario Pensioners Property Tax Assistance Act, the Race Tracks Tax Act, the Ontario Home Ownership Savings Plan Act, the Employee Share Ownership Plan Act, the Small Business Development Corporations Act, the Employer Health Tax Act, the Commercial Concentration Tax Act and the Labour Sponsored Venture Capital Corporations Act, 1992.

General information and forms may be obtained by calling our toll-free number (1-800-263-7965) or contacting either the local Retail Sales Tax Offices or Employer Health Tax Regional Offices (see Retail Sales Tax and Employer Health Branch entries).

### Manuals

Objection and Appeal Procedures (Tax Division)

### Personal Information Banks

#### Tax Division - Objection and Appeal Files

Location: Tax Appeals Branch. Legal Authority: Commercial Concentration Tax Act, R.S.O. 1990, c.C.16; Land Transfer Tax Act, R.S.O. 1990, c.L.6; Retail Sales Tax Act, R.S.O. 1990, c.R.31; Gasoline Tax Act, R.S.O. 1990, c.G.5; Fuel Tax Act, R.S.O. 1990, c.F.35; Corporations Tax Act, R.S.O. 1990, c.C.40; Tobacco Tax Act, R.S.O. 1990, c.T.10; Employer Health Tax Act, R.S.O. 1990, c.E.11; Mining Tax Act, R.S.O. 1990, c.M.15; Race Tracks Tax Act, R.S.O. 1990, c.R.1; Small Business Development Corporations Act, R.S.O. 1990, c.S.12; Ontario Home Ownership Savings Plan Act, R.S.O. 1990, c.O.20; Employee Share Ownership Plan Act, R.S.O. 1990, c.E.10; Ontario Guaranteed Annual Income Act, R.S.O. 1990, c.O.17; Ontario Pensioners Property Tax Assistance Act, R.S.O. 1990, c.O.33; Labour Sponsored Venture Capital Corporations Act, 1992, Chapter 18, S.O., 1992. Information Maintained: Name, old age security number, social insurance number, account number, address, correspondence and replies, financial transactions, legal opinions, permit number, personal opinions, telephone number, third party references. Uses: Review tax assessments or disallowances of refunds or grants that are under objection or appeal. Users: Tax Appeals Branch staff, auditors, managers, lawyers and staff in other branches of the ministry. Individuals in Bank: Individuals filing a notice of objection or appeal with the Tax Appeals Branch. Retention and Disposal: Six years, then destroyed; select files to archives.

## Tax Credits and Grants Branch

The branch administers the Guaranteed Annual Income System, the Ontario Home Ownership Savings Plan Program, the Ontario Tax Credits and Ontario Tax Reduction Programs, the Employee Share Ownership Plan Program and the Small Business Development Corporations Program.

The Guaranteed Annual Income System (GAINS A) assures qualifying Ontario residents, 65 or over, a set annual income. Senior citizens who receive the Old Age Security pension (OAS) and Guaranteed Income Supplement (GIS) will automatically receive GAINS if their annual income falls below the guaranteed level.

The Ontario Home Ownership Savings Plan (OHOSP) assists individuals and couples in the purchase of a first home. Planholders benefit from a return on the funds in a plan, an annual tax credit for qualifying contributions and a Land Transfer Tax refund upon the purchase of a home.

The 1992 Ontario Budget introduced the new Ontario Property and Sales Tax Credit for Seniors which is delivered through the federal income tax system. For 1992 and subsequent tax years, seniors may claim a Property and Sales Tax Credit when filing their income tax return.

Ontario Tax Credits consist of the Property Tax Credit, the Sales Tax Credit, the Ontario Home Ownership Savings Plan (OHOSP) Tax Credit, the Political Contribution Tax Credit and the Ontario Investment and Employee Ownership Tax Credit. The Property and Sales Tax Credits reduce the burden of property and sales tax for people with low to moderate incomes. The Ontario Home Ownership Savings Plan Tax Credit provides incentive for individuals and couples to save toward the purchase of a first home. These three tax credits are refundable. The Political Contribution Tax Credit encourages participation in the political process. The Ontario Investment and Employee Ownership Tax Credit helps to create new sources of capital for eligible small- and medium-sized businesses in Ontario. These two tax credits are non-refundable and serve to reduce Ontario tax payable.

Ontario Tax Reduction reduces or eliminates income tax for low-to-moderate income taxpayers by allowing a basic tax reduction and by providing a supplemental claim for dependent children and disabled dependants.

Claims for Ontario Tax Credits and Ontario Tax Reduction are made when filing Personal Income Tax returns.

### General Classes or Types of Records

Guaranteed Annual Income System - Records and Reports  
 Ontario Home Ownership Savings Plan - Register, Records and Reports  
 Ontario Homebuyers' Grant Collection System - Records and Reports  
 Ontario Pensioners' Property Tax Assistance Systems - Records and Reports

### Manuals

Benefits Administration  
 Benefits Recovery

GAINS Interpretation  
 GAINS Procedures  
 GITC Accounts  
 OHOSP Interpretations  
 OHOSP Operations  
 OTC Interpretations  
 OTG Interpretations  
 OTR Interpretations

### Personal Information Banks

#### Guaranteed Annual Income System (GAINS) Program Files

Location: Tax Credits and Grants Branch. Legal Authority: Ontario Guaranteed Annual Income Act, R.S.O. 1990, c.O.17. Information Maintained: Name, social insurance number, other assigned personal identification number, address, old age security and guaranteed-income supplement payment data, spouse's identifying information, GAINS payment information, trustee information. Uses: Determine eligibility for and amount of monthly GAINS payments; respond to inquiries from seniors and their agents. Users: Ministry and audit staff. Disclosure also permitted to Health and Welfare Canada, Revenue Canada Taxation, Ministry of Community and Social Services and MPPs to facilitate delivery of the program. Individuals in Bank: Ontario residents aged 65 or over who are current or potential recipients. Retention and Disposal: Client files are kept until inactive or notification of death. Inactive or deceased files are kept for three years, then destroyed.

#### Ontario Home Ownership Savings Plan (OHOSP)

Location: Tax Credits and Grants Branch. Legal Authority: Ontario Home Ownership Savings Plan Act, R.S.O. 1990, c.O.20; Ontario Income Tax Act, R.S.O. 1990, c.I.2. Information Maintained: Name of depository, OHOSP registration number, OHOSP tax credit issue/adjustment date(s), OHOSP transfer date, planholder's name, social insurance number, account number, address, adjustment/reassessment data, contribution amount, date of birth, date plan created, death date, financial institution branch number, lawyer's name and address, marital status, plan termination date, property description, proposed closing date of purchase of the eligible home, recaptured tax credit amount, spouse's information, telephone number, total amounts of OHOSP credits issued to planholder(s), total cost of property, address of property. Uses: Determine eligibility of planholder and property being purchased; respond to enquiries from planholder. Users: Disclosure to Revenue Canada Taxation, MPPs' and to the Ministry of Housing. Operational, administrative, audit and management staff. Individuals in Bank: Ontario residents aged 18 or over who have opened OHOSP accounts with depositories. Retention and Disposal: Retained until December 31, 2002, then destroyed.

#### Ontario Homebuyers' Grant Collections Program Files

Location: Tax Credits and Grants Branch. Legal Authority: Ontario Homebuyers Grant Act, S.O. 1975, c.4. Information Maintained: Name, social insurance number, accounts receivable data, lien status information, locator number. Uses:



Record and verify the collection of grant recipients' accounts receivable; respond to inquiries from recipients and their agents.Users: Branch and audit staff.Individuals in Bank: Grant recipients who currently have accounts receivable with the Ministry of Finance.Retention and Disposal: Four years, then destroyed.

#### Ontario Tax Grant Program Files

Location: Tax Credits and Grants Branch.Legal Authority: Ontario Pensioners Property Tax Assistance Act, R.S.O. 1990, c.O.33.Information Maintained: Name, social insurance number or other identifying number, address, date of birth, date of death, grant payment data, marital status, rent or property tax, trustee information.Uses: Determine eligibility for and amount of property tax and sales tax, and respond to inquiries from seniors or their agents.Users: Ministry and audit staff. Disclosure also to Health and Welfare Canada, Revenue Canada Taxation and MPPs.Individuals in Bank: Ontario residents aged 65 or over who were recipients of property tax and sales tax grants.Retention and Disposal: Current plus three years, then destroyed.

### **Business Investment Plans Section**

The section administers the Labour Sponsored Venture Capital Corporations Act, 1992 (Bill 150).

The Ontario Investment and Employee Ownership Program provides the Ontario business community access to new equity capital to expand, modernize or restructure their operations and gives employees the opportunity to invest in their employer's company.

The program offers two investment choices. The first is to provide an Ontario tax credit of 20% and a matching federal tax credit, on an annual investment of up to \$5,000, to encourage individuals to invest in small- and medium-sized businesses through a Labour Sponsored Investment Fund. The second choice will provide a tax credit of 20% on the first \$3,500 and 30% on the next \$11,500 of annual eligible investments, to employees investing in their employer's business.

For more information on the Ontario Investment and Employee Ownership Program call 1-800-263-7466.

#### **Manuals**

SBDC Client Services  
SBDC Operations - BIPS

#### **Personal Information Banks**

##### Employee Share Ownership Plan (ESOP) - Grant Recipients

Location: Business Investment Plans Section.Legal Authority: Employee Share Ownership Plan Act, R.S.O. 1990, c.E.10.Information Maintained: Name, address, financial details of investment, grant payments, registration number.Uses: Determine approval and payment of grants to eligible

employees under the Act.Users: Operational, administrative and audit staff.Individuals in Bank: Employee grant recipients who have purchased shares in their employer corporations.Retention and Disposal: Not determined.

##### Ontario Investment and Employee Ownership Program - Labour Sponsored Investment Fund Corporation (LSIFC) and Employee Ownership Labour Sponsored Venture Capital Corporation (EOLSVCC)

Location: Business Investment Plans Section.Legal Authority: Labour Sponsored Venture Capital Corporations Act, 1992, s.32.Information Maintained: Name, address, S.I.N. number, LSIFC and EOLSVCC registration numbers, RRSP account number, amount invested, cancellations and transfers, number of class A shares purchased, purchase date, share redemption dates, spousal information (same as purchaser), tax credit certificate number, tax credits recaptured.Uses: To determine the eligibility, approval and issuance of tax credit certificates and the recovery of tax credits.Users: Operational, administrative and audit staff. Disclosed to Revenue Canada.Individuals in Bank: Ontario residents who invest in LSVCCs.Retention and Disposal: Minimum 5 years.

##### Small Business Development Corporations (SBDC) - Grant Recipients

Location: Business Investment Plans Section.Legal Authority: Small Business Development Corporations Act, R.S.O. 1990, c.S.12.Information Maintained: Name, address, date of birth, financial details of investment.Uses: Assist in the approval and payment of grants to investors under the Act.Users: Operational, administrative and audit staff.Individuals in Bank: SBDC investors.Retention and Disposal: Minimum one year, then destroyed.

#### **Public Records**

##### Ontario Investment and Employee Ownership Program Register

Purpose: To permit public access to basic information about corporations registered as Labour Sponsored Venture Capital Corporations.Legal Authority: Labour Sponsored Venture Capital Corporations Act, 1992, s.2, 15(1)(c) and 8(c).Information Maintained: Registration number, date and type of LSVCC registered, corporate legal and operating name, mailing address; name, title and phone number of each officer and director, date of revocation.Retrievability: Registration number or company name.Retention and Disposal: N/A.Access Procedures: Information may be requested in person, by mail or telephone by contacting the Business Investment Plans Section, Ministry of Revenue, 33 King Street West, Oshawa, L1H 8H9, Telephone: (416) 965-8470 (Toronto Line) or 1-800-263-7965.

##### Small Business Development Corporations Register

Purpose: To permit the public access to basic information about corporations registered as SBDCs.Legal Authority: Small Business Development Corporations Act, R.S.O. 1990, c.S.12.Information Maintained: Registration number,



registration date, legal name, operating name, head office location, mailing address, type of corporation, authorized capital, officers names and titles. Retrievability: Registration number or name of company. Retention and Disposal: N/A. Access Procedures: Information may be requested in person, by mail or telephone by contacting the Business Investment Plans Section, Ministry of Revenue, 33 King Street West, Oshawa, L1H 8H9, Telephone: (416) 965-8470 (Toronto Line) or 1-800-263-7965.

## Deposit Institutions Division

The Deposit Institutions Division areas of responsibility include regulatory supervision of Credit Unions and Cooperatives, Loan and Trust Corporations and Mortgage Brokers.

The Assistant Deputy Minister of the division, who is the Superintendent of Deposit Institutions, regulates and supervises Ontario's deposit-taking industry in order to ensure high levels of depositor safety.

### General Classes or Types of Records

Corporations  
Licensing

### Personal Information Banks

#### Registrations and Investigations

Location: Deposit Institutions Division. Legal Authority: Provincial Offences Act, R.S.O. 1990, c.P.33, s.1(2); Police Services Act, R.S.O. 1990, c.P.15, s.69(2). Information Maintained: Name, address, citizenship, criminal offences, date of birth, employment history, information from confidential sources, information on associates, physical description, present or past activities, qualifications, quasi-criminal offences, residence, sex. Uses: Determine suitability of applicants for registration and/or continued registration; law enforcement. Users: Authorized staff of Investigations Branch, law enforcement agencies. Individuals in Bank: Individuals applying for registration, currently or previously registered under Acts administered by the division and those prosecuted or under investigation. Retention and Disposal: Information retained for three years after file closed, then sent to archives.

## Credit Unions and Co-Operatives Services Branch

The Director of the Credit Unions and Co-operatives Services Branch, reporting to the Superintendent of Deposit Institutions, administers the Credit Unions and Caisses Populaires Act and the Co-operative Corporations Act.

The objective is to bring about compliance with the Credit Unions and Caisses Populaires Act and ensure adherence to sound business and financial practices, through the examination process, to protect the interests of credit union and caisse

populaire members and their deposits. Standards are established for capital and surplus, assets-liability matching and levels of liquidity. The branch incorporates credit unions, caisses populaires and co-operatives. Deposits in credit unions and caisses populaires are insured with the Ontario Share and Deposit Insurance Corporation (OSDIC).

### General Classes or Types of Records

Co-operative Corporations (financial information, articles of incorporation, amendment, amalgamation and dissolution, offering statements, statements of material change, general correspondence, changes of address, director information) Credit Unions/Caisses Populaires (bylaws and amendments thereto, general company correspondence, examination reports and working paper files)

### Personal Information Banks

#### Corporate Documents - Co-operative Services

Location: Credit Unions and Co-Operatives Services Branch. Legal Authority: Co-operative Corporations Act, R.S.O. 1990, c.C.35; Reg. 83, s.5, s.34, s.141, s.153, s.157 and s.164. Information Maintained: Name, address, financial and business information. Uses: Ensure directors and officers comply with the Act; administer the Act. Users: Branch staff. Individuals in Bank: Incorporators, directors, officers of co-operative corporations. Retention and Disposal: Corporate documents for the life of the co-op; correspondence - five years, then transferred to archives.

#### Corporate Documents - Credit Unions

Location: Credit Unions and Co-Operatives Services Branch. Legal Authority: Credit Unions and Caisses Populaires Act, R.S.O. 1990, c.C.44; Reg. 194, Reg. 195 and Reg. 196; O. Reg. 59/81, O. Reg. 145/86, O. Reg. 58/81, O. Reg. 802/82, and O. Reg. 62/85. Information Maintained: Name, address, telephone number; confidential, financial and business data filed by client groups. Uses: Ensure directors and officers comply with the Act; administer the Act. Users: Branch staff. Individuals in Bank: Incorporators, directors, officers and committee members. Retention and Disposal: Corporate documents - for the life of the corporation, then transferred to archives; statutory filings - four years, then transferred to off-site storage.

#### Credit Unions/Caisses Populaires - Complaints

Location: Credit Unions and Co-Operatives Services Branch. Legal Authority: Credit Unions and Caisses Populaires Act, R.S.O. 1990, c.C.44. Information Maintained: Name, address, any other information complainants wish to provide, business involvement. Uses: Determine offences against the Act; mediate complaints. Users: Branch staff. Individuals in Bank: Complainants. Retention and Disposal: Five years, then destroyed.

## Loan and Trust Corporations Branch

The Director of the Loan and Trust Corporations Branch, under the Superintendent of Deposit Institutions, administers the provisions of the Loan and Trust Corporations Act.

The branch licenses and regulates loan companies and trust companies, and answers inquiries from savers, borrowers and registrants. Deposits with Ontario registered loan and trust companies are insured with the Canada Deposit Insurance Corporation.

### General Classes or Types of Records

Loan and Trust Corporations Examination File Information (general company correspondence, statutory reports, new incorporations, proposed registrations)

### Manuals

A Guide to the Loan and Trust Corporations Act, 1987  
Information Kit/Incorporation of Loan Companies  
Information Kit/Registration of Loan or Trust Corporations  
Loan and Trust Corporations; Reports of the Registrar

### Personal Information Banks

#### Legal Files - Corporate Documents, Statutory Reports, Examination Files

Location: Loan and Trust Corporations Branch.Legal Authority: Loan and Trust Corporations Act, R.S.O. 1990, c.L.25; O. Reg. 167/88.Information Maintained: Name, address, citizenship, date of birth, education, work experience.Uses: Ensure directors, officers and shareholders comply with the Act.Users: Branch staff.Individuals in Bank: Directors, officers, material shareholders.Retention and Disposal: Corporate documents - life of corporation plus 30 years, then transferred to archives; statutory reports - current plus 15 years, then transferred to archives; examination files - current plus 15 years, then transferred to archives.

#### Legal Working Papers

Location: Loan and Trust Corporations Branch.Legal Authority: Loan and Trust Corporations Act, R.S.O. 1990, c.L.25; O. Reg. 167/88.Information Maintained: Name, address, character, citizenship, date of birth, education, net worth, work experience.Uses: Ensure directors, officers and shareholders comply with the Act.Users: Branch staff.Individuals in Bank: Directors, officers, material shareholders.Retention and Disposal: Legal working papers - life of corporation plus 30 years, then transferred to archives.

#### Loan and Trust Corporations - Complaints

Location: Loan and Trust Corporations Branch.Legal Authority: Loan and Trust Corporations Act, R.S.O. 1990, c.L.25; O. Reg. 167/88.Information Maintained: Name, personal opinions/views, residence and business addresses.Uses: Determine offences against the Act; mediate complaints.Users: Branch staff.Individuals in Bank: Complainants.Retention and Disposal: Fifteen years, then transferred to archives.

## Mortgage Brokers Section

The Registrar of the Mortgage Brokers Section, under the Superintendent of Deposit Institutions, administers the provisions of the Mortgage Brokers Act.

The Mortgage Brokers Section is responsible for registering and regulating mortgage brokers in Ontario under the Mortgage Brokers Act. Its clientele includes registered mortgage brokers, their agents, borrowers and lenders.

### General Classes or Types of Records

Mortgage Brokers (advertising, applications, general company correspondence, financial statements, individuals, partnerships, corporations, inspections)

### Personal Information Banks

#### Mortgage Brokers - Complaint Records

Location: Mortgage Brokers Section.Legal Authority: Mortgage Brokers Act, R.S.O. 1990, c.M.39.Information Maintained: Complainant's name, action taken, address, broker's response, nature of complaint, person/company against whom complaint is made, telephone number.Uses: Determine offences against the Act; mediate complaints.Users: Authorized staff, users of MBS computer system.Individuals in Bank: Complainants.Retention and Disposal: For the life of the registered company, then transferred to archives.

#### Mortgage Brokers - Registrant Compliance and Inspection Records

Location: Mortgage Brokers Section.Legal Authority: Mortgage Brokers Act, R.S.O. 1990, c.M.39.Information Maintained: Name, home and business address and telephone number, business transactions, employees' names, details of general and trust accounts, general ledger, copies of documentation from registration files, inspection reports, copy of inspection assignments, principal shareholders, directors, officers, employees of non-registered businesses.Uses: Ensure registrants comply with the Act; reference for Registrar in processing registrations.Users: Branch staff.Individuals in Bank: Principal shareholders, directors, officers, employees of registered businesses.Retention and Disposal: For the life of the registered company, then transferred to archives.

#### Mortgage Brokers System (MBS)

Location: Mortgage Brokers Section.Legal Authority: Mortgage Brokers Act, R.S.O. 1990, c.M.39.Information Maintained: Name, address, complaints, date of birth, financial statements, inspections, investigations, litigation.Uses: Ensure applicant complies with the Act.Users: Authorized staff, users of MBS.Individuals in Bank: Brokers, employees, unregistered brokers, applicants for registration.Retention and Disposal: For the life of the registered company, then transferred to archives.



## Office of Economic Policy

The office advises on and oversees the Province's economic policies; it assists the Minister of Finance and the Government by developing economic and demographic forecasts, pursuing research into macroeconomic policies, international and intergovernmental issues, sectoral and regional economic issues, socio-economic and labour market issues; and the design and coordination of economic policies aimed at enhancing the development of the provincial economy. The office also liaises with Statistics Canada on behalf of all ministries.

### Labour Economics Branch

The Labour Economics Branch conducts research, provides analysis and develops policy options in the following labour market economics areas: labour and skills (including job creation, layoffs, youth and older worker unemployment, training and human resource development, education, and labour force policy and analysis); incomes and compensation (including wage settlements in the private and public sectors, earnings, the institutional setting of collective bargaining, pay equity, employment equity, occupational health and safety, workers' compensation and employment standards).

#### General Classes or Types of Records

Files related to Labour Market Economics Areas (e.g., Cabinet submissions, Statistics Canada)

### Macroeconomic Analysis and Policy Branch

The Macroeconomic Analysis and Policy Branch provides policy advice regarding broad issues and trends in the Ontario economy. In particular, the group is responsible for the following areas: analysis of current macroeconomic conditions; short- and medium-term economic forecasts; revenue forecasts; and economic impact of monetary, fiscal and trade policy.

#### General Classes or Types of Records

Ontario Economic Accounts

Short- and Medium-Term Economic Forecasts

### Strategic Economic Issues Branch

The Strategic Economic Issues Branch provides economic analysis and policy advice, combined with fiscal analysis, on a range of issues dealing with physical and human capital. In particular, the branch is responsible for developing, analyzing and coordinating economic policy initiatives; reviewing and advising on the linkages between the economic and fiscal aspects of policies and programs; advising on policy and program activities that affect regions and communities; and development and implementation of the jobsOntario Capital program. The branch is also responsible for advising on long-term economic trends; energy and water resource issues; demographics (including production of provincial and county population projections, trend analysis and the economic and

fiscal implications of population changes); federal-provincial economic development agreements; and liaison with Statistics Canada.

#### General Classes or Types of Records

Ontario Population Projections

### Structural Economics Branch

The Structural Economics Branch has three units that provide advice and analysis in the following microeconomic policy areas: the Sectoral Outlook and Adjustment Policy Unit provides a sectoral outlook and advice on proposed sectoral initiatives and adjustment issues; the Economic Growth and Regional Policy Unit provides advice on economic development strategies related to productivity, investment, regional development and technology; and the Environment and Economy Unit provides advice on the impact of the environment on structural change within the economy and analysis on the sectoral impact of environmental initiatives.

#### General Classes or Types of Records

Primary Sector, Manufacturing and Services

Structural Policy and Trade

## Office of the Budget and Taxation

The office acts as the central focus point for the Ontario Budget planning and production processes and assists the Minister, Deputy Minister and Secretary of Treasury Board to coordinate the economic, fiscal and financial policies of the ministry. The office also formulates policies on taxation, federal-provincial finance, pensions and income security.

### Budget Secretariat

The Budget Secretariat is the ministry's central coordinating body for projects and activities that cross divisional lines. Activities include management and coordination of all aspects of the Ontario Budget development and production process; monitoring progress/implementation of Ontario Budget initiatives; production of other major ministry documents, such as the autumn Economic Statement and Fiscal Outlook; and management of special ministry projects. The Budget Secretariat has budgetary information that is available from other sources.

### Intergovernmental Finance Policy Branch

Branch activities focus on financial transfers from the federal government to Ontario. The branch monitors, analyzes and negotiates federal-provincial agreements; offers information and advice on trends in fiscal federalism; and provides an integrated approach to financial issues involving the two levels of government. Specific responsibilities include established



programs financing, equalization and review of federal-provincial cost-sharing.

The branch also contributes to the formulation of Ontario's overall income security and pension policy. Research, analysis and policy development are coordinated within the Ministry of Finance, and when appropriate, across other ministries. Specific responsibilities include policies concerning the Canada Pension Plan and GAINS A, and the financing of public sector employment pension plans.

#### Common Records

Workplace Discrimination and Harassment Prevention Program

#### Taxation Policy Branch

The branch develops policies in tax fields, including personal income tax, corporate income tax, retail sales tax, capital taxes, employer health tax, property tax, fuel tax, alcohol taxes, mining taxes, timber revenues, insurance premium tax, etc. Responsibilities include negotiating tax arrangements with the federal government, other provinces and local government, and assessing the incidence of the tax structure in Ontario.

The branch prepares provincial tax policy options for inclusion in the Ontario Budget. This includes an assessment of revenue, economic and social impacts.

#### Office of the Treasury

Provides support for the Minister of Finance by management of the Province's cash, investment, investor relations program, debt, finance and related accounting and administration; operation of the systems for capital market transactions; financing loans to Province's Crown corporations and agencies. This office also acts as the custodian and fiscal agent for the securities of the Province and certain of its agencies.

#### General Classes or Types of Records

Administration of Ontario's Debt Issues  
Agencies  
Annual Estimates Submissions  
Board Applications, Submissions and Reports  
Board Orders  
Financial Information Systems  
Fiscal Framework  
Provincial-Local Finance Policy

#### Manuals

Manual of the Office of the Treasury

#### Personal Information Banks

##### Fully Registered Debenture Holders

Location: Office of the Treasury Legal Authority: Financial Administration Act, R.S.O. 1990, c.F.12, s.31 Information

Maintained: Name and address, holdings, interest and disbursement instructions. Uses: Record province's liability to debenture holders/payment of interest. Users: Administrative staff of the division and/or the fiscal agent. Individuals in Bank: Individuals and others holding Province of Ontario debentures. Retention and Disposal: Retained until superseded, then destroyed.

#### Capital Markets Branch

The Capital Markets Branch has the mandate to borrow funds to meet the province's financing requirements and to manage its liquid reserves.

Activities include borrowing in world capital markets by issuing bonds, treasury bills and U.S. commercial paper; managing interest rate and foreign exchange risk through the active use of derivative products such as swaps; and investing the liquid reserves of the province in high-quality short-term securities.

#### Capital Markets Research Branch

This branch conducts financial research including analysis of Ontario's debt and debt interest and organizes government interaction with fixed-income (bond) investors, the financial community and credit rating agencies. The branch also coordinates documentation for the province's capital market activities and oversees the province's corporate finance activities.

#### Capital Markets Support Branch

This section provides accounting, administrative, reporting and operational support for the borrowing, investing and risk management activities of the Office of the Treasury. This office is also responsible for the coordination of divisional estimates submission and budgetary controls.

This section also acts as liaison with fiscal agents/custodians for the province's debt and investments.

#### Accounting Support Section

This section provides accounting, administrative, reporting and operational support for the borrowing, investing and risk management activities of the Office of the Treasury. This office is also responsible for the coordination of divisional estimates submission and budgetary controls, and also acts as liaison with fiscal agents/custodians for the province's debt and investments.

#### Banking Section

This section coordinates general banking arrangements for all ministries and related agencies. This includes the establishment of banking relationships, monitoring of banking agreements and performance, opening and closing of bank accounts and advising on the use of current banking technologies. Its goal is

to enhance the province's cash management functions by providing efficient banking systems and management information.

## Cash Section

This section implements government finance policy by controlling and managing the government's cash flows.

## Systems Support Section

The Systems Support Section provides analytical and systems support for the treasury operations functions performed by the Office of the Treasury, as well as office automation support to the Office of the Controller and the Office of the Treasury.

## Central Accounting Branch

The Central Accounting Branch manages Ontario's requirements in overall government accounting, control and internal financial reporting. The branch maintains records of all Consolidated Revenue Fund transactions. The branch provides all ministries and agencies with direction on financial transactions to ensure quality and comprehension of accounting and financial management policies; coordinates inter-ministry effort on "in-house" systems to ensure compatibility with central financial information systems; and provides expertise on all accounting and financial matters referred by Treasury Board and all ministries and agencies. Operational liaison with the banking community is also supplied by the branch.

## Financial Information Branch

The Financial Information Branch prepares external and internal reports that support the Minister of Finance in meeting the statutory requirements for financial reporting and stewardship to the Legislature, the public and the financial community, e.g., public accounts. The branch manages the comprehensive Central Financial and Management Information Systems by reviewing, analyzing and reporting on data to the central agencies and the public and by monitoring ministries' expenditures, revenues, budgets and forecasts. The branch provides internal administration of the Consolidated Revenue Fund. The branch also provides central monitoring and control, and consolidated reporting of the financial position of Ontario's Crown Corporations.

## Province of Ontario Savings Office

The Province of Ontario Savings Office, established in 1922, under the Province of Ontario Savings Office Act (formerly the Agricultural Development Finance Act), provides financial services to the public through 23 branches and 5 agencies in 22 communities in Ontario. Services include combined savings/chequing accounts with high interest rates and generous chequing privileges, Guaranteed Investment Certificates (GICs) and Home Ownership Plans (OHOSPs). All deposits are

guaranteed, without limit, by the Province of Ontario. Funds on deposit are, in turn, loaned to the Treasurer of Ontario. The Savings Office does not offer loans to the public.

Other services include travellers cheques free of service charges, safety deposit boxes, foreign exchange, drafts and money orders and the purchase and sale of securities on behalf of customers. Service is available in French in designated areas.

### Common Records

Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests

### General Classes or Types of Records

Customer Accounts  
Financial Operation Records  
Financial Statements

### Manuals

Savings Office - Policies  
Savings Office - Procedures

### Personal Information Banks

#### Province of Ontario Savings Office (POSO) - Customer Accounts

Location: Province of Ontario Savings Office. Legal Authority: Province of Ontario Savings Office Act, R.S.O. 1990, c.P.30. Information Maintained: Name, social insurance number, address, details of financial transactions, telephone number. Uses: Administer customers' accounts. Users: POSO staff and auditors. Individuals in Bank: POSO account holders. Retention and Disposal: Minimum 1 year to maximum 25 years, then destroyed.

#### Province of Ontario Savings Office (POSO) - Financial Papers

Location: Province of Ontario Savings Office. Legal Authority: Province of Ontario Savings Office Act, R.S.O. 1990, c.P.30. Information Maintained: Name, address, financial details on purchase/sale of government and corporate bonds, guaranteed investment certificates, stocks, travellers cheques, treasury bills, other types of securities and assets. Uses: Administer and control records associated with the purchase or sale of assets. Users: Administrative staff and auditors. Individuals in Bank: Customers purchasing or selling financial paper or holding securities for safekeeping. Retention and Disposal: Two years, then destroyed.

## Treasury Board

The Treasury Board was established under the Treasury Board Act, 1991. The Board assumes the financial management functions of the Government of Ontario, which previously fell under the jurisdiction of the Management Board of Cabinet.



The members of the board are the Minister of Finance, the Chair of Management Board and four to eight other members appointed by the Lieutenant Governor in Council from among the members of the Executive Council.

The duties of the board are to assess the adequacy of plans for the implementation of programs approved or provided for by the Legislature; direct the preparation and review of the forecasts, estimates and analyses of short-term and long-term expenditures and expenditure commitments and other data pertaining to authorized or proposed programs of any ministry; direct and establish policies for the preparation form and content of estimates submitted to the Legislature for any ministry; determine fees or charges for the provision of services by any ministry for the use of a ministry's facilities and to require the ministry to take such action as is necessary to implement the determination; review and evaluate new and existing programs of any ministry and determine their priorities; control expenditures of public money within the amounts appropriated or provided by the Legislature; and perform any direction or responsibilities given to the board by the Executive Council.

### **Capital Operations Group**

This group, working closely with other divisions in the Ministry of Finance and line ministries, is responsible for the development of multi-year strategic capital plans and the ongoing assessment of government capital planning, capital expenditures, financing alternatives and strategic investments.

### **Treasury Board Division**

Treasury Board Division has the responsibility for coordinating and providing strategic direction on the province's overall fiscal plan and multi-year expenditure forecasting; for overall co-ordination, multi-year planning, development and implementation of the expenditure management and estimates processes; and for the integration and analysis of policy and expenditure issues to support the Treasury Board in ensuring that ministries and designated agencies are provided with the resources that will enable them to realize the government's objectives.

### **Crown Corporation and Divisional Support** Capital Corporations

This group is responsible for coordinating the implementation of the capital Crown corporations across involved ministries by developing and refining legislation design, the accountability framework, financial parameters and corporate review process for capital corporations.

Crown Corporations

Review Treasury Board's relationships with existing crown corporations (including but not exclusive to, capital corporations) and make recommendations on changes warranted in policies and procedures.

### **Divisional Support**

The Divisional Support group coordinates of Treasury Board Division budget process, human resources management, administrative services and reception/message centre services.

### **Expenditure Management and Reporting Branch**

This branch is responsible for the overall coordination, planning, development and implementation of expenditure management and estimates/allocation processes. This branch is also responsible for managing corporate projects and the day-to-day operations of Treasury Board.

### **Fiscal Planning Branch**

This branch, in close cooperation with other branches in the Ministry of Finance, coordinates and provides strategic direction for the multi-year fiscal policy and framework strategy, including the policy and program expenditure review process, non-tax revenue and asset management initiatives, and the analysis of government-wide fiscal policy issues.

### **Portfolio Branches**

Working in close cooperation with ministries, Cabinet Office, Management Board Secretariat and other divisions within Ministry of Finance, the two Portfolio Branches (the Social and Justice Branch and the Resources and Economic Development Branch) are responsible for the in-year expenditure management, allocations/estimates and policy submissions as they apply to an individual ministry or group of ministries.

### **Agencies**

#### **Fair Tax Commission**

The Fair Tax Commission was established in early 1991 to provide the Treasurer of Ontario with public advice on how to design and implement a fair tax system. Through extensive research and independent consultation, the commission will conduct an overall assessment of the fairness of taxes in Ontario, concluding with a final report to be submitted to the Treasurer in late 1993.



## Ontario Insurance Commission

The Ontario Insurance Commission regulates all aspects of insurance matters while protecting consumers against unfair insurance business practices.

The purpose of the commission is to ensure public confidence in the insurance industry by monitoring industry activity to safeguard solvency, preserving high standards of conduct for industry practices, invoking disciplinary action when required and providing marketplace information and assistance to consumers.

The commission administers the Compulsory Automobile Insurance Act, Motor Vehicle Accident Claims Act, Insurance Act, Investment Contracts Act, Prepaid Hospital and Medical Services Act, Marine Insurance Act and has certain duties under the Registered Insurance Brokers Act.

## Actuarial Services

The Actuarial Services Branch is responsible for all actuarial matters involving the approval of automobile insurance rates (premiums), the solvency of Ontario insurers and provides services of an actuarial nature to other areas of the commission.

### General Classes or Types of Records

Actuarial Directory

Actuarial Review (Automobile/Commercial Casualty Statistical Plan Exhibits)

Actuarial Review of Rate Applications

Other Actuarial Projects and Issues

Review of Actuarial Reserves on Annual Financial Statements

The Actuarial Review (Licences, Mergers, Amalgamations, Withdrawals)

The Actuarial Valuation of the Motor Vehicle Accident Claims Fund

## Agents and Adjusters

The Agents and Adjusters Office is charged with the licensing and regulation of all insurance agents and independent insurance adjusters in Ontario. This section also licenses and regulates insurance agencies and partnerships, as well as adjusting firms.

### General Classes or Types of Records

Agents and Adjusters Licence Applications

Insurance Agents and Independent Insurance Adjusters

## Corporate Licensing and Project Analysis Branch

Corporate Licensing and Project Analysis Branch deals with licensing responsibilities, special projects and maintains the company and financial information databases.

### General Classes or Types of Records

Actuarial Services

Commercial Liability Statistical Plan  
Licensing and Examinations Data

### Manuals

Dispute Resolution Practice Code

Motor Vehicle Accident Claims Fund Administration

### Personal Information Banks

#### Annual Statements

Location: Corporate Licensing and Project Analysis Branch. Legal Authority: Insurance Act, R.S.O. 1990, c.I.8, s.102; Investment Contracts Act, R.S.O. 1990, c.I.14, s.16; Prepaid Hospital and Medical Services Act, R.S.O. 1990, C.P. 21, s. 13(2). Information Maintained: May include names, residence addresses and citizenship of directors and officers, shareholdings, mortgagor name, description of property, appraised value, original principal, charges outstanding, interest due or accrued, interest rate, amount at which recorded with insurance company, data about real estate transactions including description, vendor or purchaser, purchase or sale price, unpaid balances, date bought/sold, mortgage details, amounts due from brokers/agents, data about trade payables including names, addresses, amounts/nature of account. Uses: Analyze company operations; support regulatory functions. Users: Users Branch staff, regulators in other jurisdictions. Individuals in Bank: Directors, officers, employees, shareholders, mortgagors, vendors and purchasers of real estate, agents, creditors of insurance companies and registrants licensed in Ontario may be included. Retention and Disposal: Ten years, then destroyed.

#### Automobile and Prepaid Medical Rate Application Submitted by Insurance Companies and Prepaid Medical Organizations

Location: Corporate Licensing and Project Analysis Branch. Legal Authority: Insurance Act, R.S.O. 1990, c.I.8, s.412 and s.413; Prepaid Hospital and Medical Services Act, R.S.O. 1990, c.P.21, s.7. Information Maintained: Where applicable, include nature of filed rate, class of risk exposure, or underwriting rule changes, certificate of the actuary and methodology and summary, overall rate level indication, rate differential indications, final rate calculation, class of risk exposure changes, underwriting rule changes, endorsement changes, revised rates, classes of risk exposure and underwriting rules, affiliated insurers, rating examples. Uses: Make certain that the rate filings meet the legislated criteria. Users: Commission staff. Individuals in Bank: Directors, officers and consulting actuaries of insurance companies, or officers and actuarial staff of prepaid medical organizations. Retention and Disposal: Three years at the above location, then shipped to off-site storage; destroyed after 10 years.

#### Company Records

Location: Corporate Licensing and Project Analysis Branch. Legal Authority: Insurance Act, R.S.O. 1990, c.I.8, s.23(1)1, s.27, s.42(1), and s.440; Corporations Act, R.S.O. 1990, c.38, s.149(10), s.176(3) and s.185(2); Investment Contracts Act, R.S.O. 1990, c.I.14, s.4. Information Maintained:

Name, alias, details of name changes, residence address for last five years, residence telephone, citizenship, date permanent residency in Canada acquired, marital status, financial information, education including schools, degrees, majors and graduation, memberships in professional associations, employment information including company, type of business, title, responsibilities, reason for leaving and dates, licences held at any time including whether or not in force, business, type, issuer and details of termination, information concerning convictions, injunctions, suspensions, licence refusals, suspension or revocation, fidelity bond denial, involuntary cancellation or revocation of bonds, bankruptcy, acts leading to bankruptcy of individual, or company in which individual was a member, officer, director or a shareholder holding more than 10 percent of the shares, police reports, reports from other regulatory bodies, reports from reporting agencies.Uses: Determine suitability for licensing insurance companies and registrants.Users: Branch staff, Investigations Branch staff, regulators in other jurisdictions.Individuals in Bank: Directors, officers, shareholders of insurance companies or registrants licensed or seeking a licence.Retention and Disposal: Ten years after licence expires, then destroyed.

#### Insurance Agents, Insurance Adjusters - Records

Location: Corporate Licensing and Project Analysis Branch.Legal Authority: Insurance Act, R.S.O. 1990, c.I.8, s.393 and s.397.Information Maintained: Name, date of birth, residence and business addresses, employment history for preceding five years, marital status, occupation of spouse, education (adjusters), criminal convictions, bankruptcy information, affiliation with other corporations or businesses, citizenship.Uses: Assess suitability for licensing.Users: Division staff. Registration, business location, telephone number, corporation's name, officers and directors, name of sponsoring insurer and licence duration are public information.Individuals in Bank: Applicants for registration, licensed insurance agents, insurance adjusters.Retention and Disposal: After 60 months of inactivity, then destroyed.

#### Market Conduct Branch/Industry and Consumer Practices - Complaints/Inquiries

Location: Corporate Licensing and Project Analysis Branch.Legal Authority: Insurance Act, R.S.O. 1990, c. I.8, s.29, s.30, s.31, s.438 and s.439.Information Maintained: Name, date of birth, residence and business addresses, driving records, employment, marital status, medical information, personal opinions/views, sex.Uses: Determine offences against the Act, helps consumers resolve complaints.Users: Branch staff, specific insurer involved.Individuals in Bank: Complainants.Retention and Disposal: Five years, then destroyed.

#### Market Conduct Branch/Investigations and Compliance Unit

Location: Corporate Licensing and Project Analysis Branch.Legal Authority: Insurance Act, R.S.O. 1990, c.I.8, s.29, s.30, s.31 and s.438 and s.439; Canadian Insurance Exchange Act, 1986, Compulsory Automobile Insurance Act, R.S.O.

1990, c.C.25; Insurance Act, R.S.O. 1990, c.I.8; Marine Insurance Act, R.S.O. 1990, c.M.2; Motor Vehicle Accident Claims Act, R.S.O. 1990, c.M.41; Prepaid Hospital and Medical Services Act, R.S.O. 1990, c.P.21; and Registered Insurance Brokers Act, R.S.O. 1990, c.R.19.Information Maintained: Name, complaint and inquiry letters, address, correspondence from lawyers and brokers, criminal record, information from confidential sources, investigation reports, legal opinions, statements from witnesses, transcripts of confidential examinations and hearings.Uses: Investigate alleged wrongdoing by insurers or individuals in connection with breaches of the Insurance Act and other relevant information.Users: Branch staff, authorized staff of provincial, national and foreign regulatory and enforcement agencies.Individuals in Bank: Individuals suspected or found guilty of infractions.Retention and Disposal: Thirty years after investigation is closed, then destroyed; select files to archives.

#### Mediation, Arbitration and Appeal Cases

Location: Corporate Licensing and Project Analysis Branch.Legal Authority: Insurance Act, R.S.O. 1990, c.I.8, s.20, s.22, s.25, s.281 to s.284.Information Maintained: Name, date of birth, details of automobile accidents and no-fault benefit claims, details of other insurance coverage, employment, income, marital status, medical and psychological information, personal opinion/views, residence and business addresses, sex.Uses: Mediate and/or arbitrate claims disputes with respect to accident benefits under the No-Fault Benefits Schedule.Users: Branch staff, specific insurer and insured involved.Individuals in Bank: Claimants.Retention and Disposal: Retention schedules under preparation.

#### Motor Vehicle Accident Claims (MVAC) Fund - Accounts Receivable

Location: Corporate Licensing and Project Analysis Branch.Legal Authority: Motor Vehicle Accident Claims Act, R.S.O. 1990, c.M.41.Information Maintained: Defendant's name, SIN, amount and date of payment, credit information, date coupons sent to debtor, driver's licence number, investigation reports, licence status, repayment amounts, unpaid balance.Uses: Arrange repayment of outstanding debts.Users: Fund staff.Individuals in Bank: Uninsured defendants in claims against the fund.Retention and Disposal: Two years after full repayment, then destroyed.

#### Motor Vehicle Accident Claims (MVAC) Fund - Alphabetical and Numerical Index Card System for Claims Records

Location: Corporate Licensing and Project Analysis Branch.Legal Authority: Motor Vehicle Accident Claims Act, R.S.O. 1990, c.M.41.Information Maintained: Identity of plaintiffs/defendants involved in motor vehicle accident.Uses: Identify claims files when a client has not provided adequate information to access the file directly.Users: Fund staff.Individuals in Bank: Plaintiffs and defendants involved in motor vehicle accidents referred to the fund.Retention and Disposal: Not determined.



**Motor Vehicle Accident Claims (MVAC) Fund - Complaints**

**Location:** Corporate Licensing and Project Analysis

**Branch:** Legal **Authority:** Motor Vehicle Accident Claims Act, R.S.O. 1990, c.M.41. **Information Maintained:**

Complainant's/Defendant's name and address. **Uses:** Determine eligibility for assistance from the fund. **Users:** Fund staff. **Individuals in Bank:** Complainants against the fund. **Retention and Disposal:** Five years, then destroyed.

**Motor Vehicle Accident Claims (MVAC) Fund - Liability Claims Reserve Files**

**Location:** Corporate Licensing and Project Analysis

**Branch:** Legal **Authority:** Motor Vehicle Accident Claims Act,

R.S.O. 1990, c. M.41. **Information Maintained:** Plaintiff's and defendant's name, address, file number, investigation report, medical reports, police report, verification of lost wages and property damage. **Uses:** Estimate liability; record number of outstanding claims, claim payments; provide accounts receivable information. **Users:** Fund staff, adjusters and solicitors. **Individuals in Bank:** Plaintiffs and uninsured defendants. **Retention and Disposal:** Until claim paid, file closed "no claim", or fund repaid in full, then destroyed.

**Motor Vehicle Accident Claims (MVAC) Fund - No-Fault Accident Benefits Claims Files**

**Location:** Corporate Licensing and Project Analysis

**Branch:** Legal **Authority:** Motor Vehicle Accident Claims Act,

R.S.O. 1990, c. M.41. **Information Maintained:** Claimant's name, address, sex, date of birth, claimant's representative, details of accident, automobile information, medical records and information, employment and income information, additional accident expenses, dependants names, funeral information, benefit loss estimates, benefit payment records, investigation reports, legal opinions, file number. **Uses:** Estimate liability; record number of outstanding claims, adjusting and payment of no-fault accident benefits. **Users:** Fund staff, adjusters and solicitors. **Individuals in Bank:** Claimants, representatives, dependants. **Retention and Disposal:** Not determined.

**Public Records****Insurance Company Licence Register**

**Purpose:** Record of all licensed insurers. **Legal Authority:**

Insurance Act, R.S.O. 1990, C.I.F. s. 23. **Information**

**Maintained:** Name of licensed insurance company, name of chief or general agent in Ontario, address of principal office in Canada, classes of insurance granted, form of organization, licence number. **Retrievability:** Name of insurer. **Retention and Disposal:** Permanent. **Access Procedures:** Contact corporate licensing assistant.

**Security Deposit Register**

**Purpose:** Record of security deposits by insurers maintained by the commission. **Legal Authority:** Insurance Act, R.S.O. 1990, C.I.F. s. 23. **Information Maintained:** Description of specific securities and their value at time of deposit. **Retrievability:** Name

of insurer. **Retention and Disposal:** Permanent. **Access Procedures:** Contact corporate licensing assistant.

**Dispute Resolution Office**

Dispute Resolution Office provides a mediation and arbitration process for disputes arising from an individual's claim to automobile accident benefits for bodily injury.

**General Classes or Types of Records**

Applications for Mediation/Arbitration - Appeals, Reports, Decisions

**Examinations Office**

Examinations Office ensures that Ontario insurance companies are financially sound and comply with relevant legislation, regulations and policy.

**Market Conduct Office**

Market Conduct Office protects the public from unfair insurance business practices. It answers consumer enquiries, produces marketplace information and deals with insurance companies and brokers to clarify claims and underwriting issues relating to all types of insurance. The office's investigative service is available in cases of suspected fraud.

**General Classes or Types of Records**

Public Complaints and Inquiries

**Motor Vehicle Accident Claims Fund**

The Motor Vehicle Accident Claims Fund (MVACF) provides compensation to people injured in auto accidents where no other automobile insurance exists to respond to the claim. In cases of damage to property not otherwise insured against vehicle impact (e.g. hydro and telephone poles or self-insured municipal property), both the owner and driver of the uninsured vehicle must be identified. In certain cases, the branch attempts to recover monies from the uninsured motorist paid out on their behalf.

**Rates and Classifications Branch**

Rates and Classifications Branch regulates all automobile insurance rates (premiums) and risk classifications of companies selling private passenger automobile insurance. The branch ensures that consumers have access to a wide range of available, affordable insurance and that insurance companies comply with the Insurance Act.

**General Classes or Types of Records**

Automobile Insurance Forms Approved Under the Insurance Act  
Automobile Underwriting Rules  
Automobile and Prepaid Medical Rate Applications  
Commercial Liability Statistical Plan



Data Exhibits for Automobile/Commercial Liability Lines Insurance  
Rate Applications Submitted by Insurance Companies

## Ontario Municipal Improvement Corporation

Established in 1950, the Ontario Municipal Improvement Corporation (OMIC) may purchase debentures from municipalities and school boards, on a last resort basis, if they are unable to sell to advantage elsewhere. OMIC's lending rate has varied with market conditions.

### General Classes or Types of Records

Candidates for Loans

## Ontario Securities Commission

The Ontario Securities Commission maintains a list of reporting issuers and records filings of insider trading, proxy solicitation material, financial statements and take-over bids for the benefit of investors. It processes prospectus offerings of securities and applications for exemption, as well as applications for transfer or release of securities from escrow. The commission registers and investigates consumer complaints about stockbrokers, their salespersons and investment advisers and commodity futures dealers, their salespersons and advisers. It also investigates complaints about actions by companies affecting the value of securities and answers general questions about commodity futures trading.

The Ontario Securities Commission administers the following legislation: Commodity Futures Act; Deposits Regulation Act; Securities Act; Toronto Futures Exchange Act, 1983; Toronto Stock Exchange Act, 1982; certain provisions of the Business Corporations Act, 1982; and certain provisions of the Corporations Act.

### General Classes or Types of Records

Canadian Over-the-Counter Automated Trading System  
Statistics

Chairman's Department Files

Escrow Dockets

Insider Trading Reports

Investigations

Legislation and Policies

Public Companies

Registrants

### Manuals

Adviser Registration Guidelines

### Personal Information Banks

#### Investigations

Location: Ontario Securities Commission.Legal Authority: Securities Act, R.S.O. 1990, c.S.5, as amended; Commodity Futures Act, R.S.O. 1990, c.C.20.Information Maintained:

Name, complaint and enquiry letters, address, brokerage and banking records, correspondence from lawyers and brokers, criminal record, information from confidential sources, investigation reports, legal opinions, statements from witnesses, transcripts of confidential examinations and hearings.Uses: Investigate alleged wrongdoing by issuers or individuals in connection with breaches of the Securities Act, Ontario Business Corporations Act, Criminal Code, Commodity Futures Act and other relevant legislation.Users: Branch staff; authorized staff of provincial, national and foreign regulatory and enforcement agencies including the Securities and Exchange Commission of the United States, Interpol, Ontario Provincial Police, Metro Toronto Police, Royal Canadian Mounted Police; and self-regulatory organizations, including The Toronto Stock Exchange, the Investment Dealers Association of Canada and The Toronto Futures Exchange.Individuals in Bank: Individuals suspected or found guilty of infractions.Retention and Disposal: Thirty years after investigation is closed, then destroyed; select files to archives.

#### Registrations

Location: Ontario Securities Commission.Legal Authority: Securities Act, R.S.O. 1990, c.S.5, as amended, Part X, s.25 and s.29; Commodity Futures Act, 1990, c.C. 20, Part VIII, s.22 and s.26.Information Maintained: Name, address, business activities, citizenship, civil proceedings, criminal offences, date of birth, education, employment history, marital status, sex.Uses: Determine suitability for registration.Users: Branch staff; officers and staff of the Ontario Securities Commission requiring information in the performance of their duties; authorized staff of provincial, national and foreign regulatory and enforcement agencies including the Securities and Exchange Commission of the United States, Interpol, Ontario Provincial Police, Metro Toronto Police, Royal Canadian Mounted Police; and self-regulatory organizations including The Toronto Stock Exchange, the Investment Dealers Association of Canada and The Toronto Futures Exchange.Individuals in Bank: Registrants.Retention and Disposal: Forty years after registration lapsed, then destroyed.

## Commodity Futures Advisory Board

At the request of the Ontario Securities Commission, the Commodity Futures Advisory Board (CFAB) consults with and advises the commission concerning developments in commodity futures contracts and commodity futures options and the manner of trading and the influence of trading in such contracts and options. The CFAB was created in 1979 in accordance with section 2 of the Commodity Futures Act.

## Financial Disclosure Advisory Board

At the request of the Ontario Securities Commission, The Financial Disclosure Advisory Board (FDAB) consults with and advises the commission concerning the financial disclosure requirements of the Securities Act and Regulation. The FDAB

was created in 1966 in accordance with section 4 of the Securities Act.

### **Securities Advisory Committee**

At the request of the Ontario Securities Commission, the Securities Advisory Committee (SAC) provides assistance in developing and drafting amendments to the Securities Act and Regulation, and on national and OSC policies. The SAC also provides general advisory services to the Commission. OSC Policy Statement 1.7 formally established the SAC in 1985.

### **Pension Commission of Ontario**

The Pension Commission of Ontario (the "PCO") was established in 1965 to administer the Pension Benefits Act (the "PBA") and has been responsible since that date for registering and regulating employer-sponsored pension plans. The first Pension Benefits Act was enacted in 1963.

The PCO is a regulatory agency consisting of two parts. The nine-member appointed tribunal headed by the Chair, who reports to the Minister of Finance, meets monthly to consider pension issues and the business of the commission generally including staff recommendations on policy development and related pension matters.

The tribunal also acts in a quasi-judicial capacity to consider applications (made under various sections of the legislation) and to conduct hearings (generally on appeal from Orders made by the Superintendent of Pensions).

The second part of the regulatory agency includes about 75 staff who, under the direction of the Superintendent of Pensions, are responsible for ensuring that approximately 7,800 registered pension plans covering almost 1.9 million pension plan members comply with the minimum standards and funding and investment requirements of Ontario's pension legislation. (The Superintendent reports to the Chair of the commission.) The PCO publishes the PCO Bulletin and other documents to assist pension plan sponsors, administrators and consultants with meeting the requirements of the PBA.

The PCO's mandate is to administer the Act and the regulations, to promote the establishment, extension and improvement of pension plans throughout Ontario, to advise the Minister in respect of the business of the commission and to make recommendations to the Minister in respect of pension plans (PBA, section 96).

The PCO is not responsible for any of the following programs administered by the federal government: the Canada Pension Plan (CPP), the Old Age Security Program (OAS) or the Guaranteed Income Supplement Program (GIS), or the Ontario government program Guaranteed Annual Income System for Seniors (GAINS).

### **General Classes or Types of Records**

Accounting Policy  
Actuarial Reports  
Annual Information Returns  
Applications for Registration  
Applications to the Commission  
Applications to the Superintendent  
Auditor's Reports  
Banking Policy  
Bulletin Board System  
Compliance Checklist  
Correspondence  
Cost Certificates  
Financial Statements  
Issue Sheets  
Legal Services Branch  
Office of the Registrar  
Pension Benefits Guarantee Fund Assessments  
Plan Related Correspondence  
Plan Text (plus amendments)  
Plan Wind Up and Partial Wind Up Reports  
Publications  
Research and Policy Development Papers  
Statement of Investment Policy and Goals  
Trust Agreements/Insurance Contracts (plus amendments)

### **Manuals**

Pension Plans Branch Procedures Manual  
Policy Manual

### **Personal Information Banks**

#### Complaints

Location: Pension Commission of Ontario. Legal Authority: Pension Benefits Act, R.S.O. 1990, c.P.8. Information Maintained: Name, address, telephone number, age, sex, marital status, employment history, income, pension accrued, employer's name and opinions of the individual. Uses: Resolve complaints; answer queries. Users: Authorized commission staff. Individuals in Bank: Members of registered pension plans filing complaints or queries. Retention and Disposal: Not determined.

# MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS

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## Head

Minister Responsible for Francophone Affairs

## Access

Freedom of Information and Privacy Coordinator  
Office of Francophone Affairs  
4th Floor, Mowat Block  
900 Bay Street  
Toronto, Ontario  
M7A 1C2  
(416) 325-4963

A public reading room for the review of manuals and other information is open during regular office hours on the fourth floor, Mowat Block, 900 Bay Street, Toronto.

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## Office of Francophone Affairs

The Office of Francophone Affairs provides the policy framework for the development of French language initiatives and services throughout the Ontario government. The office is the prime advisor to the government, through the Minister Responsible for Francophone Affairs and the Premier, on the development and implementation of French language services and on relations with the francophone community. The office offers grants to assist community services or activities for francophones. It provides information about the French Language Services Act.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
FUTURES Program Applicants and Participants  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Ombudsman/Human Rights Commission  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

## General Classes or Types of Records

Community Support Fund Administration and Grants Lists  
Franco-Ontarian Directory  
Francophone Media List  
French Language Services Administrative Guidelines

## Manuals

Administrative Guidelines  
Audit Review Guide  
Criteria for Designation of Agencies (and forms used for designation)  
French Language Publications, Advertising and Communications Guideline  
Guide to French Language Requirement in Devolution, Transfers, Partnerships and Co-sponsorship  
Guide to Subordinate Legislation  
Guideline for Tribunals  
Guidelines for Publication Exemptions  
Law Enforcement Guideline  
Procedure for Amending the List of Designated and Identified Positions in Ministries and Scheduled Agencies

## Personal Information Banks

### Mailing List

Location: Office of Francophone Affairs. Legal Authority: French Language Services Act, R.S.O. 1990, c.F.32, s.12. Information Maintained: Names and addresses. Uses: Newsletter (Coup d'oeil/ At a Glance). Users: Office of Francophone Affairs staff. Individuals in Bank: Subscribers to Newsletter (primarily francophones). Retention and Disposal: Not determined.



# GEORGE BROWN COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
George Brown College of Applied Arts and Technology  
500 Macpherson Avenue  
P.O. Box 1015, Station B  
Toronto, Ontario  
M5T 2T9  
(416) 944-4715

## Access

Freedom of Information and Privacy Coordinator  
George Brown College of Applied Arts and Technology  
P.O. Box 1015, Station B  
Toronto, Ontario  
M5T 2T9  
(416) 944-4715

TDD: (416) 967-0966 A public reading room for the review of manuals and other information is open during regular office hours at 500 Macpherson Avenue, Toronto.

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George Brown College is a student-oriented, highly diversified, innovative centre of learning in multicultural central Metropolitan Toronto, providing high-quality education, training, research, development and social services with integrity, professionalism and a sense of caring.

George Brown College is governed by a 17-member Board of Governors that includes the college's President in an ex-officio capacity as Secretary-Treasurer. The college comprises three divisions, each headed by a Vice President: Academic Division, Access and External Relations Division and Administrative Division.

## Academic Division

This area is comprised of all academic units of the college reporting to the Vice President, Academic. These include Health Sciences, Community Services, the School of Business and Graphic Arts; the School of Hospitality; School of Science and Technology, Academic Resources and the Centre of the Arts.

### Common Records

Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Graduate and Alumni Records  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

## Personal Information Banks

### Redirection Through Education Program Student Files

Location: Academic Division. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, date of birth, social insurance number, academic, medical, mental health, psychiatric and personal history, application and intake records, functional level tests, psychiatric and psycho-social assessment reports if available, sponsorship authorization forms/invoices (Vocational Rehabilitation, Ministry of Community and Social Services etc.), release of information forms, referral forms. Uses: Assist in providing appropriate rehabilitation services to people with psychiatric disabilities in a classroom setting and on an individual counselling basis; assist in administering the program; assist anonymized research into the program's effectiveness. Users: Department staff, referring or sponsoring agencies on the student's written request. Individuals in Bank: Students and potential students with psychiatric and mental health problems who are referred to the program. Retention and Disposal: Five years, then destroyed.

## Access and External Relations Division

Under the direction of the Vice President, Access and External Relations, this division is comprised of the academic and administrative units providing outreach programs and services, marketing and business ventures. These include the Access and Program Development Division, Ventures, the Continuing Education Department and the Marketing Department.

### Common Records

FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Parking Records  
Vocational Testing and Counselling

## Personal Information Banks

### Deaf and Hard-of-Hearing and Special Needs Student/Client Files

Location: Access and External Relations Division. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, date of birth, social insurance number, academic and medical history, academic transcripts, academic, medical and/or psycho-educational assessment reports, application and intake records, educational and/or psycho-educational tests, release of information forms, sponsorship authorization forms and invoices. Uses: Assist in providing appropriate accommodation to students with special needs; assist in administering the program; assist anonymized research into the program's effectiveness. Users: Department staff, referring or sponsoring agencies on the student's written request. Individuals in Bank: Students and potential students with special needs due to

handicapping conditions, and others referred for assessment. Retention and Disposal: Not determined.

authority to manage and direct its business affairs. Reporting to the President is the Human Resources Department.

## Board of Governors

Appointed by the Council of Regents and the local municipality, the Board of Governors has responsibility for establishing college goals and policies and evaluating results. It is comprised of four standing committees: Finance, Property, Human Resources and Strategic Planning, and Student Affairs.

## Common Records

Board of Governors Membership

## General Classes or Types of Records

Bylaws and Policies

Minutes of Board and Standing Committees

## Common Records

Employee Personnel, Payroll and Benefits Records

Grievances and Applications

Health and Medical Records

Job Competitions and Applications

Ombudsman/Human Rights Commission

Professional Development

Workers' Compensation

## Corporate Services and Student Affairs

The division provides the college with a variety of administrative and support services. Reporting to the Vice President, Corporate Services and Student Affairs, are the following departments: Information Services, Finance and Accounting, Physical Resources, Registrar and Student Services.

## Common Records

Employee Personnel, Payroll and Benefits Records

Library Users Lists

Ombudsman/Human Rights Commission

Ontario Student Assistance Program

Scholarships and Awards

Student Appeals (disciplinary, administrative, academic)

Student Applications

Student Athletics and Fitness Programs

Student Registration and Academic History

Vocational Testing and Counselling

## Manuals

Academic Manual

Administrative Manual

General Manual

Human Resources Manuals

Physical Resources Manual

## Human Resources Division

This division provides the college with administrative and support services. Reporting to the Vice President are the following: Employment Services, Employment Equity, Occupational Health and Safety, Staff Training, and Development and Equity.

## President's Office

Appointed by and accountable to the Board of Governors, the President is Chief Executive Officer of the college and has full

# GEORGIAN COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair of the Board of Governors  
Georgian College of Applied Arts and Technology  
One Georgian Drive  
Barrie, Ontario  
L4M 3X9  
(705) 728-1951

## Access

Freedom of Information and Privacy Coordinator  
Georgian College of Applied Arts and Technology  
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L4M 3X9  
(705) 728-1951



A public reading room for the review of manuals and other information is open during regular office hours on the third floor of the College Services Building, Building C, One Georgian Drive, Barrie.

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Georgian College, serving the areas of Bruce, Grey, Dufferin and Simcoe, and the districts of Muskoka and Parry Sound, provides full- and part-time post-secondary, cooperative, continuous learning, apprenticeship and skills education to secondary school graduates, mature students, academic upgrading students and foreign students. Georgian offers general programs in applied arts, business, health sciences and technology, and specializes in such programs as automotive marketing, civil aviation, dispensing optician, marine engineering and tourism.

Georgian College is governed by a Board of Governors and is organized into four divisions: Academic, Administrative Services, Human Resources and Organizational Change Services, and Student Services. Each division is headed by a Vice-President; each division head reports to the President. Georgian has three main campuses: in Barrie, Orillia and Owen Sound. The Campus Directors of the Orillia and Owen Sound campuses report to the Vice President, Student Services. Georgian's satellite campuses are in Parry Sound, Midland, Collingwood, Orangeville and Walkerton, with two off-site locations in Barrie and Owen Sound. Administrative headquarters are located in Barrie.

## Common Records

Dental Clinic Patients  
FUTURES Program Applicants and Participants

Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Tests, Examinations and Assessments

## Academic Division

This division provides full-time and part-time diploma, certificate and continuing education programs. This includes the operation of the Canadian Automotive Institute, the Civil Aviation Institute, the Great Lakes School of Marine Technology, international education, contract training programs, skills development programs and the Learning Resources Centres.

## Common Records

Dental Clinic Patients  
FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Tests, Examinations and Assessments

## General Classes or Types of Records

CAD/CAM Project  
Community Industrial Training Committees  
Independent Learning Centre  
Skills Program  
Trades Updating Program

## Manuals

Advisory Committee Guidelines  
Course Outlines/Program Descriptions  
Georgian's Ontario Skills Development Office  
Instructor Handbooks  
Operational Plan  
Program Evaluation Process Booklet

## Administrative Services Division

This division is responsible for financial planning and budget control, financial services, Kempenfelt Conference Centre, computer services and physical resources. Included in these responsibilities are accounting, printing, purchasing, shipping/receiving, furniture and equipment, contracts, ground maintenance and cleaning.

## Common Records

Travel/Expense Accounts

## Manuals

College Equipment Maintenance System  
Industrial Research Assistance Program  
Printing Services Manual

## Board of Governors

The Board of Governors, appointed by the Ontario Council of Regents, is a corporation responsible for establishing the



college's purpose and direction, ensuring that the college is effectively and efficiently managed, establishing policies having college-wide application, and promoting effective communication with the college community. The board has two standing committees: Executive, and Finance and Audit.

### Common Records

Board of Governors Membership

### General Classes or Types of Records

Board of Governors' Awards  
Building and Property-Original Documents  
Bylaws  
Contracts/Agreements  
History/Profile of College  
Leases  
Master Plan  
Minutes of Board and Committees  
Official Ceremonies

## Community Development Division

The division is headed by a Vice President and administers contract training programs, a variety of skills development programs including Canadian Job Strategy, Ontario Basic Skills, FUTURES, the Skills Incentive Fund, Cooperative Education and Graduate Placement including career development and job placement programs, as well as Community Industrial Training Committees and Local Advisory Committees. The division maintains relations and contacts with Ontario and other governments. Included in these responsibilities are marketing, official ceremonies, convocations, theatre allocation, telecommunications, switchboard and fundraising. Another division is Community Services, which encompasses the School of Continuous Learning, University Relations, Corporate Training, Secondary School Curriculum Relationships and Articulation Agreements, Ontario Training Strategy (Ontario Skills Development Office (OSDO) and Ontario Skills Incentive Fund (OS)), Industrial Technology Advisory and French Language Services.

### Common Records

Co-op, Work Term, Final Job Placements  
FUTURES Program Applicants and Participants  
Graduate and Alumni Records  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Scholarships and Awards

### General Classes or Types of Records

Community Industrial Training Committees  
Independent Learning Centre  
Kempenfelt Conference Centre  
Official Ceremonies  
Theatre Advisory Committee Minutes

### Manuals

Course Outlines/Program Descriptions  
Georgian Press Operations  
Georgian's Ontario Skills Development Offices  
Operational Plan

### Personal Information Banks

#### Canadian Automotive Institute Fundraising

Location: Community Development Division.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Donor's name, address, and amount of donation, telephone.Uses: Keep track of donations made to Canadian Automotive Institute fundraising campaign.Users: Director, Resources Development and staff.Individuals in Bank: Donors to the Canadian Automotive Institute Fund.Retention and Disposal: Not determined.

#### Georgian College Foundation Records

Location: Community Development Division.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770.Information Maintained: Donor's name, activity donated to and amount, address, addresses, biographical information, directors' names, occupation, telephone number, telephone numbers.Uses: Recruitment; maintain a record of past and present members; contract and communication for fundraising.Users: Georgian Foundation board of directors, administrative staff.Individuals in Bank: Past and present members of the board of directors, donors.Retention and Disposal: Not determined.

#### Kempenfelt Conference Centre Client Files

Location: Community Development Division.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.Information Maintained: Guest registration card with name, address, car licence, length of stay and room number, telephone.Uses: Identify client.Users: General Manager and administrative office staff.Individuals in Bank: Clients of the centre.Retention and Disposal: Five years, then destroyed.

#### Resources Development Fundraising Files

Location: Community Development Division.Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, R.R.O. 1989, Reg. 770.Information Maintained: Donor's name, address, campaign donated to and amount of donation, telephone number.Uses: Keep track of donations made to various campaigns.Users: Resources Development, Financial Aid and Accounting staff.Individuals in Bank: Donors to the college.Retention and Disposal: Not determined.

## Human Resources and Organizational Change Services Division

This division is responsible for human resources, payroll and benefits, human resources development, and organizational planning and development. This includes pay equity, employment equity, operational review and the annual report.

### **Common Records**

Employee Personnel, Payroll and Benefits Records

### **Manuals**

Freedom of Information

Georgian College Policy Manual

Georgian College Procedures Manual

HRD Funding Guidelines

Human Resources Practices and Procedures

### **Personal Information Banks**

Employee Personnel, Payroll, and Benefits Records

Location: Human Resources and Organizational Change

Services Division: Legal Authority: N/A. Information

Maintained: None. Uses: N/A. Users: N/A. Individuals in Bank:

N/A. Retention and Disposal: N/A.

### **Office of the President**

The President is appointed by the Board of Governors and is an ex-officio member of the board, responsible for the day-to-day operation of the college, advising the board of the development, and promotion and implementation of objectives and policies and the Georgian Foundation.

### **Student Services Division**

This division is responsible for the campus directors' offices, registrar's office, financial aid, scheduling and statistics, space allocation, student records, counselling, health services, athletics and recreational services, Students' Administrative Council, marketing, official ceremonies, convocations, theatre allocation, telecommunications, switchboard, cooperative education/graduate placement, alumni office and fundraising.

### **General Classes or Types of Records**

Georgian Press Operations

Official Ceremonies

Theatre Advisory Committee Minutes

# GO TRANSIT

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## Head

Chair  
GO Transit  
1120 Finch Avenue West  
Toronto, Ontario  
M3J 3J8  
(416) 665-9211

## Access

Freedom of Information and Privacy Coordinator  
Administration and Claims Office  
GO Transit  
1120 Finch Avenue West  
Toronto, Ontario  
M3J 3J8  
(416) 665-9211.



A public reading room for the review of manuals and other information is open during regular office hours in the library at 1120 Finch Avenue West, Toronto.

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GO Transit is the Province of Ontario's inter-regional transit system linking Metropolitan Toronto with the surrounding Regions of Durham, York, Peel, Halton, and Hamilton-Wentworth. The system started as a single rail line in 1967, and is now an integrated network of train and bus services running over an 8,000 square kilometre (3,000 square mile) area up to 90 kilometres (55 miles) from downtown Toronto. GO (Government of Ontario) administers the system using contract operators CN Rail and CP Rail for GO Train service; GO runs its bus service directly. For timetable and fare information, phone the local GO Transit number (in Toronto, 665-0022).

GO operates under the Toronto Area Transit Operating Authority Act and reports to the Legislature through the Minister of Transportation. The office maintains a library, open to the public (665-9211), and publishes various timetables, brochures and an annual report.

## Administration

The division manages the procurement and disposal of equipment, supplies and services; legal services; claims; freedom of information; employment equity; records and forms management; library; corporate policies and procedures; secretarial and mail services. It also maintains regulations, tariff and other public rules for the use of GO Transit's service and facilities.

## Common Records

Freedom of Information and Protection of Privacy Act Requests  
Library Users Lists

## Litigation Files

### General Classes or Types of Records

Board Submissions and Executive Meeting Minutes  
Library Material  
Purchase Orders and Requisitions  
Tender Documents  
Vendor Information Listings

### Manuals

Administration and Claims Procedures  
Corporate Administrative Policies and Procedures  
Materials Management Procedures  
Tariff - Fare Charts and Transportation Regulations

### Personal Information Banks

#### Claim Records

Location: Administration. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.5(e). Information Maintained: Name, address, adjuster's recommendation, customer service/accident/incident/police reports, insurance adjuster's recommendation, invoice copies/cost estimates, witness statements, work orders/repair statements. Uses: Investigate and settle claims by or against GO Transit. Users: Claims staff, insurance adjusters, lawyers, police, auditors. Individuals in Bank: Individuals filing claims. Retention and Disposal: Various, from one year to permanent, then destroyed or microfilmed.

#### Employment Equity Records

Location: Administration. Legal Authority: Ontario Employment Equity Act, 1993. Information Maintained: Name, career goals, date of birth, education, employment history, job title and description, telephone number. Uses: Establish and monitor equal opportunities for designated groups in the area of training, promotions and career mobility. Users: Employment Equity Officer and authorized GO Transit staff. Individuals in Bank: GO Transit employees or individuals applying to competitions. Retention and Disposal: Employment work period, then destroyed.

#### Legal Documents - Contracts, Agreements and Transactions

Location: Administration. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.6. Information Maintained: Name, address, social insurance number, telephone number of individuals/companies in legal transactions, construction bonds, financial information, litigation, details of property transactions or personal contracts, contractor/consultant work performance reports, drawings, specifications. Uses: Maintain records of legal transactions and contract administration. Users: Authorized administrative staff, solicitors, internal/external auditors. Individuals in Bank: Individuals involved in legal transactions. Retention and Disposal: Various from 3 years to permanent.



## **Audit**

The division reviews and appraises financial and operating controls, ensuring compliance of government and the authority's policies and procedures.

### **Manuals**

Internal Audit Procedures

## **Corporate Planning**

The division facilitates the development of service planning, business policies, strategies and marketing plans. It also administers research and development projects, provides fare integration and service co-ordination with other transit services, prepares passenger forecasts and ridership statistics, adheres to and provides expertise in the application of the Environmental Assessment Act and other relevant legislation, and promotes and advises on services and facilities required for patrons with special needs.

### **General Classes or Types of Records**

Transit Passengers Operating Statistics

### **Manuals**

Corporate/Divisional Branch Office - Mission, Mandate, Roles

## **Engineering**

This division plans, designs, constructs and enhances buildings, facilities, and related structures and equipment necessary to deliver a transportation service to the public. It also provides contract administration services for all capital projects.

### **General Classes or Types of Records**

Consultant and Contractor Listings  
Environmental Reports

### **Manuals**

Engineering Standards

## **Finance**

The division administers and controls corporate funds through the collection and management of revenues, payroll administration and asset controls; prepares financial forecasting and budget reports; and develops and maintains computer information systems.

### **General Classes or Types of Records**

Ticket Inventory and Sales Reports

### **Personal Information Banks**

#### Expense Accounts

Location: Finance. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.4(1). Information Maintained: Name, address, advance

account, employee number, expenses. Uses: Record accountable advance and expenditure totals. Users: Accounts payable staff, internal/external auditors. Individuals in Bank: GO Transit employees. Retention and Disposal: Seven years, then destroyed.

#### Payroll Records

Location: Finance. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.4(1). Information Maintained: Employee name and number, benefit options, payroll transaction, social insurance number, timesheets. Uses: Issue paycheques; prepare statistical reports (benefits, T-4 summaries). Users: Payroll and Human Resources staff, line managers and supervisors. Individuals in Bank: GO Transit employees. Retention and Disposal: Variable, up to 50 years after employment termination, then destroyed.

#### Student Identification Cards

Location: Finance. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.10(1)(b)(iv). Information Maintained: Customer name, address, identity card number, telephone number, period of attendance, school attended. Uses: Identify individuals entitled to purchase tickets and passes at a reduced rate. Users: Revenue Accounting staff, Auditors and Security staff. Individuals in Bank: Students applying for an identification card. Retention and Disposal: Duration of school year, then destroyed.

## **Human Resources**

The division is responsible for personnel, labour relations, health and safety, benefits and training, ensuring compliance with various legislated Acts.

### **Common Records**

Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
Ombudsman/Human Rights Commission  
Workers' Compensation

### **General Classes or Types of Records**

Safety and Training Information

### **Manuals**

Corporate Human Resources Policies and Procedures

### **Personal Information Banks**

#### Competition Files

Location: Human Resources. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.4. Information Maintained: Name, address, application or resume, driver licence record (where applicable), education, employment history, interview questions and evaluations, reference check, telephone number. Uses: Select candidates for vacant positions. Users: Human Resources staff, line managers, supervisors, internal/external auditors. Individuals in Bank: Internal/external applicants seeking employment. Retention and Disposal: Three years, then destroyed.

**Employee History Files**

**Location:** Human Resources. **Legal Authority:** Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.4. **Information Maintained:** Name, address, telephone number, employee number, social insurance number, date of birth, sex, marital status, employment history, education, medical information, driver's licence/operator, permit records (where applicable), credit record, job application/resume, performance appraisals, merit recommendations, disciplinary and commendation letters, sick leave and vacation reports, benefits, employee identification card, pay rate. **Uses:** Record employee work history and performance; assess eligibility for promotions, transfers and courses; provide information to payroll staff. **Users:** Human Resources staff, line managers, supervisors, internal/external auditors, authorized security staff. **Individuals in Bank:** GO Transit employees. **Retention and Disposal:** From employee termination plus 50 years, then transferred to archives.

**Employment Application Inventory**

**Location:** Human Resources. **Legal Authority:** Toronto Area Transit Operating Authority Act, R.S.O. 1990, c. T.13, s.4. **Information Maintained:** Name, address, application or resume, education, employment history, telephone number. **Uses:** Identify potential candidates for job competitions. **Users:** Human Resources staff, line managers, supervisors, internal/external auditors. **Individuals in Bank:** External applicants seeking employment. **Retention and Disposal:** One year, then destroyed.

**Grievance Records**

**Location:** Human Resources. **Legal Authority:** Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.4(1); Crown Employee Collective Bargaining Act, R.S.O. 1990, c.C.50, s.19, s.38 and s.39; Labour Relations Act, R.S.O. 1990, c.L.2, s.45 and s.89. **Information Maintained:** Employee name, employee number, work location, grievance forms and correspondence, grievance award, supporting documentation. **Uses:** Document the grievance process. **Users:** Human Resources staff, line managers, supervisors, Union steward. **Individuals in Bank:** GO Transit employees. **Retention and Disposal:** Variable after conclusion of the grievance, then destroyed.

**Training and Development Records**

**Location:** Human Resources. **Legal Authority:** Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.4(1). **Information Maintained:** Driver's licence record and testing scores, education, employee name and number, training courses/seminars attended. **Uses:** Record employee's career and participation in training programs. **Users:** Human Resources staff and employee. **Individuals in Bank:** GO Transit employees. **Retention and Disposal:** Amalgamated with the Employee History file upon termination, then transferred to archives.

**Operations**

To operate and maintain bus, rail, support vehicle and mobile equipment, providing a safe and reliable passenger transportation service. Operations provide sales and customer services for GO Transit patrons and act as a liaison in public and media matters. They also administer corporate image standards and designs.

**General Classes or Types of Records**

Transit Equipment - Specifications and Standards

**Manuals**

Bus Supervisory  
Driver's Operating  
Passenger Services  
Rail Operations

**Personal Information Banks****Equipment Operator Files**

**Location:** Operations. **Legal Authority:** Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.6; Highway Traffic Act, R.S.O. 1990, c.H.8, s.2; Occupational Health and Safety Act, R.S.O. 1990, c.O.1, Part I, s.5. **Information Maintained:** Employee name and number, accident statistics and reports, equipment issue, licence/permit, performance records, training records. **Uses:** Train and monitor staff requiring a licence or permit to operate equipment. **Users:** Supervisory and Human Resources staff. **Individuals in Bank:** GO Transit staff. **Retention and Disposal:** Fifty years after termination, then destroyed.

**Lost and Found Records**

**Location:** Operations. **Legal Authority:** Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.6; Highway Traffic Act, R.S.O. 1990, c.H.8, s.2; Occupational Health and Safety Act, R.S.O. 1990, c.O.1, Part 1, s.5. **Information Maintained:** Customer name, address, telephone number, identification, description of lost article(s). **Uses:** Return lost articles to the customer. **Users:** Passenger Services, Security and audit staff. Canadian National staff. **Individuals in Bank:** Customers. **Retention and Disposal:** One to six years, then destroyed.

**Plant Management**

Plant Management maintains property, fixed assets, public utilities, visual and telecommunication services; acquisition and disposal of property; and controls revenues from joint development agreements.

**General Classes or Types of Records**

Property Maintenance Records

**Manuals**

Plant Management Sign

### Security

Security enforces GO Transit regulations and provides security and safety to passengers and employees.

### Personal Information Banks

#### Preferred Parking Applications

Location: Security Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.10. Information Maintained: Address, driver's licence and vehicle ownership, telephone number. Uses: Authorize preferred carpool parking spaces at stations. Users: Security staff. Individuals in Bank: GO Transit customers. Retention and Disposal: Current year only, then destroyed.

#### Prosecution Records

Location: Security Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.10; Provincial Offences Act, R.S.O. 1990, c.P.33, Parts 1, 2, 3 and 5; Highway Traffic Act, c.H.8, s.21; Trespass to Property Act, c.T.21, s.9; Criminal Code of Canada, s.494; Liquor Licence Act, R.S.O. 1990, s.L.19. Information Maintained: Name, address, criminal record, date of birth, driver's licence, nature and circumstances of charges, occupation, police and witness reports, sex, telephone number, vehicle ownership. Uses: Prosecute individuals. Users: Security, audit and other authorized GO Transit staff, Metro Toronto and other municipal police departments, Ministry of the Attorney General staff. Individuals in Bank: Individuals who commit an offence. Retention and Disposal: Two years or until case is closed. Destroyed using confidential procedures.

#### Young Offender Records

Location: Security Legal Authority: TATOA Act, R.S.O. 1990, c.T.13, s.10; Provincial Offences Act, R.S.O. 1990 c.P.33, Parts 1, 2, 3 and 5; Highway Traffic Act, R.S.O. 1990, c.H.8, s.21; Trespass to Property Act, R.S.O. 1990, c.T.21, s.9; Liquor Licence Act, R.S.O.1990, c.L.19, Young Offender's Act, R.S.C.1980-81-82-83, c.110. Information Maintained: Name, address, criminal record, driver's licence number, police and witness reports, sex, telephone number, vehicle ownership. Uses: Prosecute individuals. Users: Audit, Security and authorized GO Transit staff, Metro Toronto and municipal police departments, Ministry of the Attorney General staff. Individuals in Bank: Individuals who commit an offence. Retention and Disposal: Destroyed in accordance with the federal or provincial statute when the offender turns the age of 16 or 18.



# MINISTRY OF HEALTH

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## Head

Minister of Health  
10th Floor, Hepburn Block  
80 Grosvenor Street  
Toronto, Ontario  
M7A 2C4  
(416) 327-4300

## Access

Freedom of Information and Protection of Privacy Office  
2195 Yonge Street, 4th Floor  
Toronto, Ontario  
M4S 2B2  
(416) 327-7044

A public reading room for the review of manuals and other information is open during regular office hours on the first floor at 15 Overlea Boulevard, Toronto.

Created by the Public Health Act of 1882 as the first permanent health care administrative body in the province, the Ministry of Health was originally known as the Provincial Board of Health of Ontario. In 1919, it was transferred from the Department of the Provincial Secretary to the Department of Labour under the Minister of Health and Labour. The Provincial Board became the Department of Health in 1925. In 1930, the Department of Hospitals was established under the direction of the first Minister of Health. Hospitals, sanatoria and mental institutions previously had reported to the Provincial Secretary. The Department of Hospitals became a division of the Department of Health in 1934. Insured hospital services and insured physicians' services, introduced in 1959 and 1966 respectively, were combined under the Ontario Health Insurance Plan (OHIP) in 1972. The Department of Health became the Ministry of Health in 1971.

The ministry is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefit, assistive devices, care for the mentally ill, long-term care, home care services, community and public health and health promotion and disease prevention. It also regulates hospitals, nursing homes; operates psychiatric hospitals and medical laboratories and coordinates emergency health services.

## Deputy Minister's Office

### Communications and Information Branch

The Communications and Information Branch supports the policies and programs of the ministry through production and distribution of information to the public, the media and health care providers.

Communications officers prepare communications plans; liaise with the media; organize news conferences; write speeches, statements and news releases; monitor the media; and produce advertising, print and audio-visual materials, displays, exhibits and other materials that promote health.

The Health Information Centre provides information on the programs, services and activities of the ministry through distribution of print material and answering telephone, in-person and written requests for information.

### General Classes or Types of Records

News Releases  
Press Clippings  
Public Information Requests  
Publications  
Speeches

### Drug Programs Branch

The Drug Programs Branch's mandate is to provide leadership in achieving optimal pharmaceutical services for the protection and improvement of the health status of the residents of Ontario. The branch maintains close partnerships with industry, pharmacy and medicine, in order to better manage the drug programs for the residents of Ontario.

The branch is responsible for the delivery of Ontario's Drug Benefit (ODB) program and the publication of the Ontario Drug Benefit Formulary/ Comparative Drug Index (i.e., the Formulary/CDI). The ODB Formulary/CDI identifies drug products designated as benefits under the program as well as those brands of drugs that are considered to be interchangeable, and serves as a prescribing and reimbursement guide for doctors and pharmacists. When ordered by an Ontario authorized prescriber and dispensed in Ontario, drugs listed in the ODB Formulary/CDI are available at no cost to ODB-eligible recipients. The Ontario Drug Benefit Act and the Prescription Drug Cost Regulation Act provide the legislative framework under the program is administered.

The branch monitors and audits claims from all ODB providers and acts in an advisory capacity for matters related to ODB claims payment.

The Drug Programs Branch advises the Ministry of Health, other provincial ministries, institutions, professional

organizations, the pharmaceutical industry and the general public on matters relating to the Ontario Drug Benefit Program, including drug evaluations, improving the quality of drugs and pharmaceutical services and promoting reasonable prices for prescriptions. Standards are set for the quality of pharmaceuticals in nursing homes, homes for the aged, hospitals and government institutions.

The branch also provides secretariat functions to the Minister's advisory body, the Drug Quality and Therapeutics Committee (DQTC). The DQTC is an independent advisory body to the Minister of Health comprised of experts in medicine, pharmacy and other disciplines. The DQTC makes recommendations relating to pharmaceutical and pharmacological matters and benefit determinations, evaluates scientific/ educational material for health professionals and facilitates communication between the ministry and professional organizations.

The branch is divided into several sections to help carry out its responsibilities. For example, the Policy Unit Task Force section of the branch is responsible for the policy planning and development functions of the branch. The Systems Management Task Force section oversees the implementation of the Ontario Drug Programs Computer Network linking nearly 2,500 Ontario pharmacies with the ODB program to process ODB drug claims and perform drug use review.

The Pharmaceutical Services Co-ordination Section of the branch provides liaison services relating to the pharmaceutical industry, pharmacists and pharmaceutical care, professional organizations, other government agencies as well as physician liaison services relating to prescribing guidelines. This section is also responsible for drug pricing matters, the auditing of pharmacy claims and the publication and distribution of the ODB Formulary/CDI. Products listed in the ODB Formulary/CDI are reviewed on a continuous cycle with supplements adding or changing benefits as required.

The Drug Programs Management Section of the branch is responsible for the quality assessment of drugs to be listed, or already listed, in the ODB Formulary/CDI through laboratory and technical evaluation of submissions from pharmaceutical manufacturers. This section provides scientific advice and liaison to the DQTC. As well, this section is involved in eligibility determination, and reviews and provides coverage for individual requests for unlisted drug products required in exceptional circumstances and other programs, e.g. allergens and nutrition products.

### Personal Information Banks

#### Drug Benefit Plan - Eligibility

Location: Drug Programs Branch. Legal Authority: Ontario Drug Benefit Act, R.S.O. 1990, c.O.10; O. Reg. 868, s.2. Information Maintained: Name, mailing address. Uses: Validate drug claims submitted for reimbursement by

pharmacies. Users: Drug Programs Branch staff, Finance and Accounting Branch staff and Insurance Systems Branch staff. Individuals in Bank: Recipients approved by the Ministry of Health and Ministry of Community and Social Services. Retention and Disposal: Permanent.

#### Drug Benefit Program - Non-Formulary Benefits

Location: Drug Programs Branch. Legal Authority: Ontario Drug Benefit Act, R.S.O. 1990, c.O.10; O. Reg. 868, s.8(1). Information Maintained: Name, dispensing pharmacy, drug prescribed by physician, eligibility number, physician name. Uses: Authorize payment of drugs not listed in the Drug Benefit Formulary. Users: Program staff. Individuals in Bank: Individuals receiving Non-Formulary Benefits. Retention and Disposal: Seven years, then destroyed.

## Ontario Drug Benefit

Ontario Drug Benefit is responsible for delivery of Ontario's Drug Benefit (ODB) program. The Ontario Drug Benefit Formulary/Comparative Drug Index (the Formulary) serves as a list of products which is a prescribing guide for doctors and a dispensing aid for pharmacists. When ordered by an Ontario authorized prescriber and dispensed in Ontario, drugs in the Formulary are available at no charge to Drug Benefit recipients. Ontario Drug Benefit approves requests from prescribers for home oxygen coverage for ODB eligible persons who meet the program's medical criteria. The section monitors and audits claims from all Drug Benefit providers. This office also acts in an advisory capacity for matters related to Ontario Drug Benefit, and serves as a liaison for pharmaceutical services in nursing homes, homes for the aged and some hospitals and government institutions.

## Planning and Administration

The Planning and Administration Section is responsible for the planning, policy and administrative functions of the Drug Programs Branch. The section is also responsible for drug price negotiations and the publication and distribution of the Ontario Drug Benefit Formulary (ODBF) and the Comparative Drug Index (CDI). The Ontario Drug Benefit Formulary publication identifies drug products designated as benefits and the amount which the ODB program will reimburse a pharmacy, under the authority of the Ontario Drug Benefit Act. The CDI identifies which brand of drugs may be interchanged under the Prescription Drug Cost Regulation Act. The ODB Formulary/CDI is published on a regular basis.

## Scientific Advisory Service

The Scientific Advisory Service is responsible for the quality assessment of drugs to be listed, or already listed, in the Ontario Drug Benefit Formulary (ODBF) and the Comparative Drug Index (CDI) through laboratory testing of drugs and technical evaluation of submissions from pharmaceutical manufacturers. The section provides scientific advice and liaison to the Drug



Quality and Therapeutics Committee (DQTC), an advisory Committee to the Minister of Health. The service reviews and provides coverage for individual requests for unlisted drug products required in exceptional circumstances. The section consults and liaises with the pharmaceutical industry, professional organizations and other governments.

## Drug Reform Secretariat

The mission of the Drug Reform Secretariat is to work in partnership with seniors' groups, labour, the insurance industry and other ministries to reform provincial drug services and programs to ensure reasonable access and affordability of appropriate and effective drug therapy for all residents of Ontario through a diversified and integrated provincial system.

### General Classes or Types of Records

Claims - Suppliers for Allergen/Oxygen  
Drug Benefit Formulary/Comparative Drug Index - Research and Background Material  
Drug Legislation  
Drug Specifications, Testing and Procurement  
Drugs (records of drugs provided to nursing homes and homes for the aged)  
List of Interim Non-Formulary Benefits  
Pharmacy Accounts and Statistics  
Pharmacy Claims and Updates

### Manuals

Drug Benefit Formulary/Comparative Drug Index  
Drug Quality and Therapeutics Committee - Administrative Guidelines  
Ontario Drug Benefit Program - Billing Guide for Pharmacists  
Ontario Drug Benefit Program - General Guide

## Freedom of Information and Protection of Privacy Office

The Freedom of Information and Protection of Privacy Office (FOI) coordinates the implementation of the Freedom of Information and Protection of Privacy Act, within the Ministry of Health. The unit develops policies and procedures and offers an educational program to assist ministry staff in responding to requests for information. Customer service is an important aspect of the FOI function, since the office processes information applications, reviews severance procedures, offers advice and assistance concerning procedures to program area coordinators, and establishes and collects fees in accordance with the Act. Ministry preparations for appeals are coordinated with the Legal Services Branch and program areas.

FOI liaises with the Office of the Information and Privacy Commissioner/Ontario and other ministry staff to ensure that practices for the collection of personal information comply with the Act. The unit also coordinates the review of existing legislation and regulations, identifies conflicts with the Act and provides recommendations to management. An annual report is

submitted to the Minister responsible for the Act and to the Commissioner.

## Legal Services Branch

Legal services provided to the ministry by this branch include preparation of contracts, provision of opinions, settlement of claims, appearances at court hearings, etc. The branch counsels the ministry on legal matters, including the interpretation of statutes, regulations, and the preparation and review of proposed legislation, regulations and other legal matters. The Legal Services Branch is seconded to the Ministry of Health by the Ministry of the Attorney General.

### Common Records

Freedom of Information and Protection of Privacy Act Requests

### General Classes or Types of Records

Health Services Appeals - Health Insurance Act  
Ministry of Health Legislation

## Strategic Resource Group

The Strategic Resource Group operates a grants program directed at improving the delivery of health and social services in the Province of Ontario. The fund is administered by the Ministry of Health and responsibility for its strategic direction and management lie with the Premier's Council on Health, Well-Being and Social Justice.

## Corporate Management and Support Group

The Corporate Management Support Group provides administration and management to the Ministry of Health through its Audit, Employment Equity, Finance and Accounting, Human Resources, Supply and Services Branches as well as its Information Systems Division. Health Card Registration and Fee-for-Service Program functions and client services are provided by the Registration Program Branch and Claims Payment Operations.

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Library Users Lists  
Medical Information (Personnel)



Ombudsman/Human Rights Commission  
Parking Records  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

## General Classes or Types of Records

Federal Interprovincial Arrangements  
Institutional Policy Registration

## Manuals

Corporate Administrative Policies and Guidelines  
Information Systems Division - Policy and Procedures  
Medical Claims Processing Guidelines (Vols. 1 and 2 medical rules)  
Security Handbook and Manual

## Personal Information Banks

### Coroner's Inquests

Location: Corporate Management and Support Group. Legal Authority: Coroner's Act, R.S.O. 1990, c.C.37, s.10. Information Maintained: Name, date, if cause of death was natural or unnatural, jury's recommendations, place and cause of death, sex, time. Uses: Investigate circumstances of death; evaluate and implement jury's recommendations. Users: Senior legal and management officials, senior program area staff, coroner's courts, authorized investigators. Individuals in Bank: Deceased individuals for whom a coroner's inquest is held. Retention and Disposal: Not determined.

### Correspondence/Files - Insured Persons and General Public

Location: Corporate Management and Support Group. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6; Independent Health Facilities Act, R.S.O. 1990, c.I.3, s.3, 5, 6, 9, 18, 36. Information Maintained: Name, address, court orders, decisions and recommendations, decisions of the Medical Eligibility Committee and Health Service Appeal, enrolment, financial and medical information, health number, inquiries, legal opinions, subpoenas. Uses: Determine eligibility for enrolment for Ontario health coverage; determine eligibility for Northern Health Travel grants; update enrolment system; assess claims; provide background data for the development of Ministry of Health program policy; compile statistics. Users: Health Insurance Division staff, Claims Payment Operations staff, authorized ministry officials, Legal Services Branch staff, Health Service Appeal Board, other specifically authorized agencies. Individuals in Bank: Health insurance subscribers, members of the general public inquiring about enrolment, claims or grants. Retention and Disposal: One to 10 years, then destroyed.

## Audit Branch

This branch is responsible for the ministry's audit functions, which include reviewing and appraising the accounting,

financial and operating controls of internal offices and ministry-funded agencies.

## General Classes or Types of Records

Computer Systems - Documentation  
Systems Security

## Claims Payment Operations

The Claims Payment Operations delivers health insurance programs through a network of processing and operational sites. The office registers Ontario residents for insured health services, provides access to government-funded health care services, processes medical claims for payment to fee-for-service providers, manages the fee-for-service transfer payment and disseminates information to the public and providers.

A central head office area is responsible for planning, financial services, training, administration, accommodation and security, with execution being decentralized through functional links to all offices.

The Northern Health Travel Grant Program helps pay transportation costs for northern Ontario residents who must travel a minimum one-way distance of 100 kilometres within northern Ontario or to Manitoba, and a minimum one-way distance of 200 kilometres elsewhere in Ontario for medically necessary specialist services. To obtain program details, call toll-free 1-800-461-4006 from any area code.

Direct inquiries to the nearest Ontario Health Insurance office, as listed below. In the Metropolitan Toronto area, inquiries received from North York or Etobicoke should be referred to the Mississauga District Office, and Scarborough inquiries should be referred to the Oshawa District Office.

## Personal Information Banks

### Correspondence/Files - Physicians and Practitioners/Facility Operators

Location: Claims Payment Operations. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6; Independent Health Facilities Act, R.S.O. 1990, c.I.3, s.3, 5, 6, 9, 18, 36. Information Maintained: Name, address, inquiries, medical and enrolment information, independent health facility licence information, fees claimed and paid for insured services and facilities, physicians/practitioner/Health Facility registration number, address, telephone number, professional qualifications, licensing information, financial and billing information, review committee's referral information and decisions, Health Services/Health Facilities Appeal Boards and courts decisions, third party representation, legal opinions, court orders, subpoenas, staff decisions and recommendations. Uses: Respond to inquiries about claims registration, physician, practitioner and facility operator reimbursements and the Northern Health Travel Grant Program; monitor physicians', practitioners' and facility operators' billing; assess entitlement to insurance registration

and licensing; determine whether or not to make referrals to the review committee or other specifically authorized agencies; compile statistics; provide information as required. Users: Health Insurance Division, Claims Payment Operations staff, authorized ministry officials, Legal Services Branch staff, Health Service Appeal Board, other specifically authorized agencies. Individuals in Bank: Physicians/practitioners registering or making claims for payment, independent facility operators or whose practices are under review by the Ministry of Health. Retention and Disposal: Ten years, then destroyed.

## Finance and Accounting Branch

The Finance and Accounting Branch provides the financial recording and reporting standards, establishes the ministry's financial and accounting policies, and provides financial information to management.

The Program Accounting Section (Macdonald-Cartier Building, 3rd Floor, 49 Place d'Armes, Kingston K7L 5J3, 613-548-6547) processes all revenues generated by ministry programs, operates payment systems encompassing professionals and clients for care provided under the Health Insurance Act, the Ontario Drug Benefit Act, the Independent Health Facilities Act, the Assistive Devices Program (ADP), the Northern Health Travel Grant, the inter-provincial Reciprocal Billing Agreements, the Alternate Payment Program, Community Health Centres, Northern Diabetes Health Network, Health Services Organizations and Comprehensive Health Organizations (Health Innovative Fund). Subrogation recoveries for the ministry are also administered from this office.

The Corporate Accounting Section (15 Overlea Blvd., 3rd Floor, Toronto M4H 1A9, 327-7972) provides a controllership function for all ministry organizational units. This function includes payments for suppliers' goods and services, payroll and expense account services, management of the ministry's Financial Information System, payments for hospitals and related facilities and payments to long-term care facilities and residential homes under the Homes For Special Care (ESC) program.

The Financial Monitoring and Control (FMC) Section, (7 Overlea Blvd., 5th Floor, Toronto M4H 1A8, 327-7972) also reports to the Finance and Accounting Branch.

## General Classes or Types of Records

Annual Return of Hospitals, Facilities and Services  
Budgets, Licences and Settlements for Funded Agencies  
Federal Transfer Payments  
Fee Negotiations  
Interprovincial Hospital Reciprocal Billing System  
Medical/Facility Claims - Adjudication, Payment Processing  
Microrecording Certificates and Documentation  
Northern Health Travel Grant - Applications, Payment Processing

Nursing Home Electronic Funds Transfer System  
Ontario Drug Benefit Plan - Payment and Payment Systems  
Ontario Health Insurance Plan - Financial Aspects  
Out-of-Province Hospital/Physician Payment System  
Payment Verification System Reports

## Manuals

Facilities - Financial/Accounting Management  
Facilities - Guidelines on Financial and Accounting Matters  
Northern Health Travel Grant  
Ontario Drug Benefit Plan Guidelines  
Registration Verification Systems Reports

## Personal Information Banks

### Drug Benefit Plan - Payments

Location: Finance and Accounting Branch. Legal Authority: Ontario Drug Benefit Act, R.S.O. 1990, c.O.10; Family Benefits Act, R.S.O. 1990, c.F.2; R.R.O. 1990, Reg. 366, s.25. Information Maintained: Name, address, age, amount paid, copies of drug benefit claims and invoices, dispensing date, dispensing physician's name and address, drug identification and quantity, invoice number, patient eligibility number, pharmacy number, prescription number. Uses: Provide record for payments; record and verify amount paid; correct errors. Users: Administrative and inspection staff in Finance and Accounting and Drug Programs Branches. Individuals in Bank: Pharmacies and other suppliers, individuals receiving benefits under the Drug Benefit Program. Retention and Disposal: Invoices and claims microfilm retained 7 years, then destroyed; remittance advices on microfilm retained 3 years, then destroyed.

### Health Care Payments - Payments Under Assistive Devices Program

Location: Finance and Accounting Branch. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26. Information Maintained: Name, address, age, cheque registers, device purchased, invoice numbers, vendor names. Uses: Provide record of payment for devices purchased, leased, rented. Users: Administrative Personnel in the Ministry of Health. Individuals in Bank: Vendors of Assistive Devices and program clients. Retention and Disposal: Invoices and claims paper - 7 years, then destroyed.

### Homes for Special Care Residents - Master File

Location: Finance and Accounting Branch. Legal Authority: Homes for Special Care Act, R.S.O. 1990, c.H.12; Health Insurance Act, R.S.O. 1990, c.H.6; Family Benefits Act, R.S.O. 1990, c.F.2. Information Maintained: Name, resident number, date of birth, sex, eligibility for extended care and family benefits assistance, family benefits number, health registration number, marital status, public trustee number, home history, financial data. Uses: Identify residents in the program; determine maintenance payments; set up accounts receivable. Users: Branch administrative staff, staff of Mental Health Facilities Branch, and staff of Community Mental Health Branch HSC Workers in Psychiatric Hospitals, Ministry of Community and



Social Services (Family Benefits Assistance Branch), and Office of the Public Trustee. Individuals in Bank: Residents in Homes for Special Care. Retention and Disposal: Seven years, then destroyed.

#### Oxygen/Allergen Suppliers - Master File

Location: Finance and Accounting Branch. Legal Authority: Ontario Drug Benefit Act, R.S.O. 1990, c.O.10; Family Benefits Act, R.S.O. 1990, c.F.2, R.R.O. 1990, Reg. 366, s.25. Information Maintained: Name, address, supplier account number, telephone number and emergency mailing codes. Uses: Allocate payment of claims; generate appropriate remittance advice. Users: Unit administrative staff, Drug Programs Branch staff. Individuals in Bank: Suppliers of oxygen therapy and allergen extract. Retention and Disposal: Not determined.

#### Recoverable Bursaries

Location: Finance and Accounting Branch. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26. Information Maintained: Name, address, agreements, correspondence, financial data, repayment details. Uses: Set up accounts receivable; recover bursary assistance. Users: Underserved Area Program staff, recoverables collection clerk. Individuals in Bank: Bursary recipients repaying awards. Retention and Disposal: Two years, then destroyed.

#### Special Authorization Oxygen Catalogue

Location: Finance and Accounting Branch. Legal Authority: Ontario Drug Benefit Act, R.S.O. 1990, c.O.10; Family Benefits Act, R.S.O. 1990, c.F.2, R.R.O. 1990, Reg. 366, s.25. Information Maintained: Special Authorization request for enrolment in Drug Benefit Program, doctor's name and address, supplier's name and address, eligibility number, patient's name, prescription details. Uses: Verify authorization for participation in Drug Benefit program. Users: Unit administrative staff. Individuals in Bank: Participants in the Drug Benefit Program to receive oxygen therapy. Retention and Disposal: Six years, then destroyed.

#### Subrogation Cost-Recovery Records

Location: Finance and Accounting Branch. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6, s.1, s.4(e), s.30 to s.36 and s.46(5). Information Maintained: Subrogation file number, insured person's name, health registration number, age, sex, accident information, claims history, employment history, legal opinions, medical information, settlement information, staff recommendations. Uses: Recover costs for past and future insured services; answer inquiries. Users: Subrogation staff, authorized ministry officials, Legal Services Branch staff. Individuals in Bank: Insured individuals injured as a result of negligence, wrongful act or omission of another person. Retention and Disposal: Seven years after case closed, then destroyed.

#### Subrogation and Workers' Compensation Cost-Recovery Records

Location: Finance and Accounting Branch. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6, s.1(h), s.30 to s.36,

s.46(5). Information Maintained: Name, subrogation file number, health number, age, sex, Workers' Compensation Board coverage information, accident information, claims history, employment information, enrolment history, legal opinions, medical information, settlement information, staff recommendations. Uses: Recover costs for past and future insured services; answer inquiries; provide statistics. Users: Subrogation staff, authorized ministry officials, Legal Services Branch staff. Individuals in Bank: Insured individuals injured by another person or in the course of their employment, other individuals involved in the accident. Retention and Disposal: Seven years after case closed, then destroyed.

## Human Resources Branch

The Human Resources Branch works mainly in an advisory capacity with line managers who have primary responsibility for human resources management matters within their units. The branch establishes ministry personnel policies and procedures, determines appropriate classification and compensation levels for all ministry employees, recruits staff, counsels employees, investigates employee grievances, coordinates the ministry's Youth Employment Program and maintains employee records. Liaison is provided between the ministry, the Management Board Secretariat and the Ontario Public Service Employees Union (OPSEU). The branch also coordinates human resources planning activities and functions as a staff development resource. The Quality Management Office promotes and facilitates the understanding and use of total quality management principles and methods in the Ministry of Health and in the provincial health care system.

### General Classes or Types of Records

Extended Health Care

### Manuals

Occupational Health and Safety Manual

### Personal Information Banks

#### Physicians' and Dentists' Contracts

Location: Human Resources Branch. Legal Authority: Order-in-Council 1654/79. Information Maintained: Name, contract category, contract period and salary, work location. Uses: Compile statistics; renew contracts. Users: Committee secretary and members, Professional Services Management Committee. Individuals in Bank: Physicians, psychiatrists and dentists employed by the ministry under contract by the Professional Services Management Committee. Retention and Disposal: Not determined.

## Information Systems Division

The Information Systems Division plans and manages the ministry's investment in information technology by helping program areas explore potential uses of information technology, assessing their feasibility, and developing, implementing,



operating and maintaining information systems for both ministry operations and program/corporate management. The division also manages basic telecommunications and corporate computing facilities for the ministry.

**Personal Information Banks**

Tenders and Contracts

Location: Information Systems Division.Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26.Information Maintained: Name, profile, address, contract if awarded, ranking, rates, resume, selection criteria.Uses: Provide information on tendering for systems development and operations; maintain details on progress of tenders; ensure payment of funds; ensure adherence to the terms of agreement; may be subject to provincial audit.Users: Information Systems Division's professional and administrative staff, ministry clients.Individuals in Bank: Vendors submitting proposals for contract services.Retention and Disposal: Six years, then destroyed.

**Systems Development Branch**

The Systems Development Branch designs, develops and implements computer systems necessary for the operation and administration of the Ministry of Health programs.

**Systems Support Branch**

The Systems Support Branch is responsible for developing and maintaining the infrastructure environment required to support the functioning of the other branches of the Information Systems Division and provide computing and communications support to the entire ministry.

**User Support Branch**

The mandate of the User Support Branch is to maintain and operate existing information systems and to provide services to support the delivery of various programs and administrative functions within the Ministry of Health. Branch activities include the support of critical corporate computer applications and office technology systems, and the provision of production services to meet data processing requirements across the ministry.

**Manuals**

MRITOOLS - Software Documentation  
MRITOOLS - User Manual for Software Developers  
Metric (SI) Conversion for Hospitals - Guidelines

**Personal Information Banks**

In-Residence Reports

Location: User Support Branch.Legal Authority: Public Hospitals Act, R.S.O. 1990, c.P.40, s.32(n).Information Maintained: Name and address of hospital, hospital number, hospital register number, patient's place of residence (city, town

or village, county), age, sex, date of last admission, diagnosis.Uses: Provide aggregate data on chronic care activity.Users: Branch administrative staff.Individuals in Bank: Inpatients of chronic-care hospitals as of midnight March 31.Retention and Disposal: Five years, then destroyed.

Inpatient Psychiatric Forms

Location: User Support Branch.Legal Authority: Mental Health Act, R.S.O. 1990, c.M.7.Information Maintained: Facility number, sex, age, date of birth, case number, residence, date of admission, education, marital status, source of referral, method of admission, transfer-in, previous psychiatric admission, diagnosis on admission, transfer-out, disposition, diagnosis on separation, cause of death, date of separation.Uses: Compile statistics; evaluate trends in patient movement; provide data for morbidity studies.Users: Branch administrative staff, research staff, Mental Health Branch staff. Aggregate information available to Statistics Canada.Individuals in Bank: Inpatients of psychiatric hospitals and psychiatric units in general public hospitals.Retention and Disposal: Eighteen months, then destroyed.

Placement and Support Services (PASS)

Location: User Support Branch.Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.6(d).Information Maintained: Name, OHIP number, actual placement accommodation, date of birth, date of discharge, date ready for discharge, discharge to institution, hospital master number, optimum placement accommodation, placement service provided by, reason for delay in placement, reason for non-optimum placement, residence code, type of bed occupied, unavailable support services.Uses: Provide personal identification to verify data; compile statistics on placement load, delays in placement, shortages, replacements, unavailable support services; provide planning information.Users: Editing clerk, computer-support staff, internal ministry consultants; district health councils.Individuals in Bank: Individuals for whom placement services are provided.Retention and Disposal: Paper retained until data input verified, then destroyed; computer retention not determined.

Psychiatric Hospitals - Annual Census

Location: User Support Branch.Legal Authority: Mental Health Act, R.S.O. 1990, c.M.7.Information Maintained: Hospital number, case book number, county, date of birth, date of current admission, diagnosis, hospital status, method of admission, sex.Uses: Compile aggregate data for publication.Users: Ministry consultants, research staff (aggregate data only).Individuals in Bank: Patients in residence at midnight, March 31, or on leaves of absence for three days or less for all psychiatric hospitals.Retention and Disposal: Six months, then destroyed.

Therapeutic Abortions Report

Location: User Support Branch.Legal Authority: Statistics Act, R.S.C. 1971-72, subject to secrecy requirements of c.15, s.5(a), s.16 and s.251(b); Criminal Code of Canada, R.S.C. 1970,

c.34.Information Maintained: Hospital name and location, complications, date fetus removed, date of birth, days of inpatient stay, first day of last normal menses, marital status, number of previous abortions, number of previous deliveries, operative procedure, residence of patient, sterilizations.Uses: Provide aggregate data for family-planning studies.Users: Branch staff. Aggregate data provided to ministry research staff and Statistics Canada.Individuals in Bank: Individuals receiving therapeutic abortions.Retention and Disposal: Two years, then destroyed.

## Registration Program Branch

The Registration Program Branch, comprised of three units consisting of the Analysis Unit, Verification Unit and the Planning and Design (Policy) Unit, is responsible for the management of the ministry's Health Number Registered Data Base. The branch undertakes activities to secure registration data and maximize efficiencies inherent in the ministry's one-number approach to insured services.

### Common Records

Board of Governors Membership  
Day Care Registrants

## Supply and Services Branch

The Supply and Services Branch provides the ministry with a wide range of supply and administrative services, including Purchasing Services (327-0777); Assets Management (327-7209); Forms, Reproduction and Stationery Services (327-8227); Ontario Government Pharmaceutical and Medical Supply Service (327-0833); Facilities Management Services (327-7209); Insurance, and Parking Administration (327-7208); Mail and Messenger Services (327-8214); Records Management Services (327-8080); Library Services (327-8208); Microimaging Services (613-548-6233); and the ministry reading room (327-8208) which allows public access to ministry publications, statutes, most manuals and internal procedures. The Contract Purchasing Administration Office assists senior managers with the development of all aspects of their contract requirements for consulting services and maintains records of vendors and contracts (327-0777).

The branch also provides a regional administrative and support services program in Kingston (613-548-6515) which provides a similar range of services to the Health Insurance Division head office program. Customer service inquiries regarding branch services should be directed to the Manager, Administrative Services (327-7208).

### General Classes or Types of Records

Health Facilities  
Homes for Special Care System  
Hospital and Facilities Rated - Bed Capacity  
Pharmaceutical and Medical Supplies - Procurement, Control and Distribution

Technology, Software and Telecommunications Vendors

### Manuals

Accommodation Guidelines  
Ontario Government Pharmaceutical and Medical Supply Services - Client Manual and Catalogue (contains products available)

## Health Strategies Group

Health Strategies Group develops plans and policies to lead and manage change, and shift the health care system from hospital- and illness-based care to community services and health promotion, with an increased emphasis on the determinants of health.

The group is responsible for negotiations with health care professionals, policy development, health planning, research, evaluation, inter-governmental affairs, health human resources planning, information resources and fiscal strategies.

### General Classes or Types of Records

Community Mental Health Services - Annual Report

### Personal Information Banks

#### Fellowship Applications

Location: Health Strategies Group.Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.10.Information Maintained: Name, social insurance number, address, assessments, contract, education, employment history, record of payments.Uses: Decide eligibility and merit for a fellowship award.Users: Branch administrative staff, staff of the ministry's central accounting section.Individuals in Bank: Applicants.Retention and Disposal: Eight years, then destroyed.

#### Physicians - Immigration Application Files

Location: Health Strategies Group.Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.6(2)(b); Federal-Provincial Agreement.Information Maintained: Name, College of Physicians and Surgeons licence number, Employment and Immigration Canada registration number, address, amount and source of funding, citizenship, country of birth, date of birth, education, employment history, marital status, name and address of training institution, references, sex.Uses: Decide eligibility for permanent landed immigrant status or temporary employment visas; ensure applicants follow criteria for continuing post-graduate status; provide background information, statistics.Users: Manpower Planning Division administrative staff, section consultants, manager and director, Physician Immigration Review Committee.Individuals in Bank: Foreign post-graduate medical students applying for medical training or for landed immigrant status.Retention and Disposal: Not determined.



Research Applications - Project Grants and Personnel Awards  
Location: Health Strategies Group. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.10. Information Maintained: Name, assessments, education, education and employment, employment history, record of payments, supervisor's name. Uses: Decide eligibility and merit for grants and awards; make recommendations for awards. Users: Payments Unit administrative staff, Health Care Systems Research Review Committee, Health Research Personnel Committee, Health System-Linked Research Units Grants Review Committee, individuals in and outside of government involved in assessing applications. Individuals in Bank: Applicants and supervisors. Retention and Disposal: Six years, then destroyed.

## Aboriginal Health Office

The Aboriginal Health Office supports the Ministry of Health's efforts to address issues related to the provision of health programs and services to aboriginal people in Ontario and to the relationship between the ministry, First Nations and other aboriginal communities. The Aboriginal Health Office addresses the ministry's need for strategic direction on aboriginal health, provides support for aboriginal self-government and acts as a central resource to address initiatives related to aboriginal health.

## Finance and Administration Unit

The Finance and Administration Unit provides centralized support services to units and branches within the Health Strategies Group. These services include financial management, which involves the monitoring and controlling of unit/branch budgets, including transfer payment money and direct operating expenses totalling approximately \$300,000,000; human resources management; and office administration, including computer systems support; as well as centralized reception, mail, and wordprocessing services. The unit also is responsible for corporate projects and initiatives of the Health Strategies Group.

## Fiscal Strategies Branch

The Fiscal Strategies Branch coordinates the ministry's allocation and estimates processes and coordinates the preparation of submissions to Treasury Board and Management Board, including the ministry's management by results and financial reports. The branch manages the flow of cash to agencies and facilities funded by the ministry, and provides detailed monitoring and forecasting of expenditures. Responsibilities include the provision of financial management and advisory services to ministry program managers and to ministry senior management.

The branch also receives, reviews and monitors submissions from individual transfer payment facilities (hospitals, ambulance services, home care, etc.), which include annual

budget, quarterly and year-end statements. Computerized information systems relating to these are maintained.

## General Classes or Types of Records

General Hospitals - Budgets, Settlements, Statistics

## French Language Health Services

The French Language Health Services office coordinates and monitors the provision of French Language Services within the Ministry of Health, transfer payment agencies identified to provide services in French and a number of agencies, boards and commissions located in/or serving designated areas.

## Health Boards Secretariat

The Health Boards Secretariat provides administrative and financial services to a number of health care appeal and review boards established under a variety of health legislation.

The Health Professions Board, under the Regulated Health Professions Act, hears appeals and conducts reviews of decisions made by the self-governing regulatory agencies of 24 regulated health professions, including nurses, physicians, midwives, dentists, pharmacists, occupational therapists and dental hygienists, and veterinarians, with respect to registration of practitioners and complaints made against members. (Replaces the Health Disciplines Board and the Denture Therapists Appeal Board, under the Health Disciplines Act.)

The Health Services Appeal Board, under the Health Insurance Act, holds hearings in respect to decisions made by the General Manager, Ontario Health Insurance Plan, concerning practitioners' billing practices, prior approval of out-of-province health care services, payment of subscribers' claims, requests for OHIP enrolment or continued enrolment, and reviews physicians' extra-billing under the Health Care Accessibility Act. In addition, under the Long-Term Care Statute Law Amendment Act, 1993, the board reviews placement co-ordinators' determinations for ineligibility for admission to long-term care facilities.

The Health Facilities Appeal Board, holds hearings when: the Director, under the Ambulance Act or the Minister, under the Private Hospitals Act, proposes to revoke, suspend, or refuse to renew a licence, or where the licensee is dissatisfied with the terms and conditions imposed; the Director, under the Healing Arts Radiation Protection Act, proposes to refuse to issue or to revoke an approval for the installation or for a change in the installation of an X-ray machine; the Director, under the Independent Health Facilities Act, proposes to revoke, suspend or refuse to issue, renew or consent to the transfer of a health facility licence.

The Nursing Homes Review Board and the Laboratory Review Board, under the Nursing Homes Act and Laboratory and



Specimen Collection Centre Licensing Act, holds hearings when the directors propose to refuse to issue or renew a licence, or revoke or rescind a licence or where the licensee is dissatisfied with the terms and conditions imposed. The Health Protection Appeal Board holds hearings with respect to Orders of medical officers of health and public health inspectors under the Health Protection and Promotion Act.

The Hospital Appeal Board, under the Public Hospitals Act, holds hearings regarding decisions made by hospital boards concerning physicians' appointments or re-appointments to hospital medical staff and the suspension or revocation of a physician's privileges.

The Psychiatric Review Boards, under the Mental Health Act, holds hearings with respect to the hospitalization and treatment of involuntary psychiatric patients. (To become the Consent and Capacity Review Board upon proclamation of the Consent To Treatment Act, Substitute Decisions Act and Advocacy Act, in late 1994, but will continue to conduct hearings under the Mental Health Act).

The Ontario Criminal Review Board, under the Criminal Code of Canada Act, reviews the status of each accused who has been found to be "not criminally responsible on account of mental disorder" or "unfit" to stand trial for criminal offences "on account of mental disorder".

#### **General Classes or Types of Records**

District Health Councils - Area Planning Coordinators  
Health Disciplines Coordination  
Health Professions - Requests for Regulation Amendments  
Health Professions Legislation Review - Submissions, General Correspondence  
Manpower Committee Files (health disciplines)

#### **Manuals**

District Health Councils - Administration

### **Health Research and Development Grants Program**

This program provides financial support, through grants to projects and units, for research evaluating aspects of the delivery of health care, and, through fellowship and Career Scientist Awards, for training new clinical and community health researchers. Applications for grants may be submitted by non-profit health-related agencies in Ontario, including universities.

#### **General Classes or Types of Records**

Awards, Bursaries and Grants - Administration  
Incentive Grants - Applications and Agreements by Discipline  
Research Grants Review Committees - Lists

#### **Manuals**

Health Research and Development Grants - Brochure

Research Grants Review Committees - Procedures

### **Personal Information Banks**

Incentive Programs - Dentists, Physicians, Physiotherapists, Occupational Therapists, Speech Pathologists/Audiologists, Chiropodists

Location: Health Research and Development Grants Program.  
Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26; Reg. 658, Part II (Medical); Reg. 658, Part VI to Part IX, as amended (Medical Specialists); Reg. 658, Part II (Dental); Reg. 658, Part X, as amended (Physiotherapists/Occupational Therapists/Speech Pathologists/Audiologists); Reg. 658, Part IV, as amended (Chiropodists).  
Information Maintained: Name, address, education, references.  
Uses: Evaluate eligibility for and support incentive awards to dentists, dental specialists (periodontists only), physicians, medical specialists, physiotherapists, occupational therapists, speech pathologists, audiologists and chiropodists, to practise in designated underserved areas.  
Users: Program consultants and administrative staff.  
Individuals in Bank: Applicants.  
Retention and Disposal: Ten years, then transferred to archives.

### **Health Strategies Office**

The Health Strategies Office plays a key role in the Health Strategies Group in leading and managing change. It is responsible for broad strategic policy development, analysis and implementation; across-ministry integration of strategic priorities; and intergovernmental affairs activities.

### **Information Planning and Evaluation Branch**

Information Planning and Evaluation Branch coordinates and supports health planning for the ministry. The branch receives advice from district health councils on local health planning issues. District Health Councils are appointed by Order-in-Council to advise the Minister on local planning issues. The members of council are volunteers representing consumers, health care providers and local government. The branch also develops and analyses information about health care resources, services, utilization and statistics related to hospitals, medical and health care institutions.

#### **General Classes or Types of Records**

Action Centres - Conference Reports on District Health Councils Health Statistics  
Projects (health-related information requests, health care delivery systems, computer and general systems, health manpower services)

### **Personal Information Banks**

District Health Council Membership

Location: Information Planning and Evaluation Branch.  
Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26,

s.9.Information Maintained: Name, address, other associations, professional/employment experience, telephone number.Uses: Process applications for membership by forwarding to minister; monitor status of application; report on profile of membership.Users: District Health Council (DHC) staff.Individuals in Bank: Applicants for District Health Council membership.Retention and Disposal: Two years after appointment has expired, then transferred to archives.

#### Hospital Medical Records Institute - Master File

Location: Information Planning and Evaluation Branch.Legal Authority: Public Hospitals Act, R.S.O. 1990, c.P.40, s.32(p).Information Maintained: Demographic and clinical data, OHIP number, age, diagnoses, hospital number, length of stay, postal code, sex, surgical procedures.Uses: Compile statistics annually on utilization, morbidity groupings, geographic distribution, surgical procedures and bed allocations; provide statistics for ad hoc studies by planners, epidemiologists, etc.Users: Branch staff. Aggregate data provided to hospital area teams, area planning coordinators, District Health Councils, Public Health Branch, researchers and the federal government.Individuals in Bank: Inpatients discharged from or who died in acute care chronic care, or rehabilitation hospitals.Retention and Disposal: Not determined.

#### Integrated Inpatient File (HMRI/RPDB data)

Location: Information Planning and Evaluation Branch.Legal Authority: Public Hospitals Act, R.S.O. 1990, c.P.40, s.32(p); Health Insurance Act, R.S.O. 1990, c.H.6.Information Maintained: Name, inpatient's demographic, OHIP number, age, clinical, diagnoses, hospital number, length of stay, other clinical and insurance data, postal code, sex, surgical procedures.Uses: Collect and maintain records for Cancer Registry, perinatal files, disease registry systems and other applications involving patient-specific data.Users: Authorized staff of Ontario Cancer Treatment and Research Foundation, Public Health Branch. Other users receive aggregated data only.Individuals in Bank: Inpatients discharged from or who died in acute care, chronic care or rehabilitation hospitals.Retention and Disposal: Not determined.

### **Negotiations Secretariat**

Negotiations Secretariat coordinates the management of agreements between the Ministry of Health and the OMA (Ontario Medical Association), coordinates and supports ministry conducted negotiations, monitors external negotiations impacting on health systems and imparts relevant findings which will contribute to ongoing ministry negotiations and government policy, coordinates the implementation of the Social Contract in the Broader Health Sector, functions as the Ministry of Health liaison with other ministries and the Commissioner of the Public Sector Labour Market and Productivity Commission.

#### **General Classes or Types of Records**

Negotiation Files/Ontario Association of Medical Laboratories

Negotiation Files/Ontario Association of Optometrists  
Negotiation Files/Ontario Chiropractic Association  
Negotiation Files/Ontario Dental Association  
Negotiation Files/Ontario Medical Association  
Negotiation Files/Ontario Pharmacy Association  
Negotiation Files/Ontario Physiotherapy Association  
Negotiation Files/Ontario Podiatry Association/Chiroprody

### **Northern Medical Specialist Incentive Program**

The Northern Medical Specialist Incentive Program (NMSIP) was established in 1985 to provide financial incentives for approved medical specialists to locate in larger northern communities and travel to smaller communities in each district. The program operates under the Ministry of Health Act.

#### **General Classes or Types of Records**

Integrated Services for Northern Children - Agenda and Minutes  
Northern Health and Human Resource Committee - Agenda and Minutes  
Special Studies and Reports Impacting on Northern Ontario

### **Policy, Programs and Research Branch**

The branch supports and coordinates the ministry's corporate committees, interministerial and central agency policy activities, legislation in process, ministry responses to Ombudsman's inquiries and Coroner's recommendations; and supports strategic priority-related activities and policy development throughout the ministry; provides central agency consultation services, leadership on policy development, leadership on specific strategic priorities including women's health issues, aboriginal health, multicultural health, diabetes, rehabilitation and cancer.

#### **General Classes or Types of Records**

Analysis of Alternate Payment Arrangements - OHIP  
Cabinet Committee on Social Policy - Meetings  
External Appraisers of Research Applications - Registry Fee Negotiations  
Health Care Systems Research Grants - Registry  
Health Care Systems Research Review Committee - Minutes  
Health Research Personnel Awards - Register  
Health Research Personnel Committee - Minutes  
Health System Reviews  
Labour, Material and Supervision (LMS) - Studies  
Medical Consents - Proposed Legislation  
Ontario Health Survey  
Ontario Medical Association (OMA) - Retrospective Study on Fee Schedules  
Physicians - Statistical Information

#### **Manuals**

Assessment of Research Applications - Guidelines  
Corporate Policy and Procedures



## Professional Relations Branch

This branch maintains liaison with all Ontario health professionals and related organizations. It is operationally responsible for ministry activities in support of the Regulated Health Professions Act, 1991, and 21 individual health profession Acts, which were passed in November 1991 and are to be proclaimed in 1993. The branch is responsible for the Health Disciplines Coordination function, which includes administration of government regulatory affairs (including the processing of regulations under the current Health Disciplines Act and other legislation governing the health professions) on behalf of the regulated health professions in Ontario.

### General Classes or Types of Records Professional Governing Bodies

## Public Appointments Unit

The unit is responsible for administering the Ministry of Health's public appointments process in an open and fair manner, as well as ensuring that the membership of health-related agencies, boards and commissions, reflects the diversity of Ontario's population. The office serves as a focal point for Ministry of Health program areas, health-related agencies, boards and commissions, potential and current public appointees, and the Public Appointments Secretariat in the Premier's Office.

## Underserviced Area Program

This program provides financial incentives to recruit health care professionals to practise in areas of the province designated as underserviced. Incentives are offered to physicians, dentists, physiotherapists, occupational therapists, speech language pathologists, audiologists and chiropodists.

Students attending a Canadian university may obtain bursaries, in the last two years, for a return of service upon graduation in the following fields: medical, dental, physiotherapy, speech language pathology, audiology, occupational therapy and chiropody.

### Personal Information Banks

Bursary Program - Dental, Medical, Occupational Therapy, Physiotherapy, Speech Pathology and Audiology, and Chiropody Practitioner

Location: Underserviced Area Program. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26; O.Reg. 438/83, as amended (Dental); O.Reg. 612/91 (Dental-French version); O.Reg. 437/83, as amended (Medical); O.Reg. 611/91 (Medical-French version); O.Reg. 289/84, as amended (Occupational Therapy); O.Reg. 614/91 (Occupational Therapy-French version); O.Reg. 488/82, as amended (Physiotherapy); O.Reg. 440/83 (Speech/Audiology); O.Reg. 613/91 (Speech/Audiology-French version); O.Reg. 424/87 (Chiropody). Information Maintained: Name, address,

confidential report on completion of previous academic year, confidential report on persons awarded/not awarded bursaries, education record. Uses: Evaluate and support decisions to award bursaries. Users: Program consultants, administrative staff. Individuals in Bank: Third-year, fourth-year and post-graduate dental, medical, physiotherapy, occupational therapy, speech, audiology and chiropody students. Retention and Disposal: Five years, then transferred to archives.

### Dentists Incentive Programs

Location: Underserviced Area Program. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26; R.R.O. 1990, Reg. 785, Part II, s.7(a) and (b). Information Maintained: Name, education record, personal information, references. Uses: Support and evaluate award of incentives to dentists and dental specialists (periodontists only) to practise in designated underserviced areas. Users: Program consultants, administrative staff, Dental Personnel Selection Committee members. Individuals in Bank: Dentists, dental specialists (periodontists). Retention and Disposal: Ten years, then transferred to archives.

### Physician Incentive Programs

Location: Underserviced Area Program. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.10(b). Information Maintained: Name, education record, personal information, references. Uses: Support and evaluate award of incentives to physicians and medical specialists to practise in designated underserviced areas. Users: Program consultants, administrative staff, Medical Personnel Selection Committee members. Individuals in Bank: Physicians, medical specialists. Retention and Disposal: Ten years, then transferred to archives.

## Women's Health Bureau

The Women's Health Bureau advises senior management on women's health issues; coordinates the development of women's health policy; liaises with the Ontario Women's Directorate, professional associations, hospitals, health clinics and women's groups; and promotes women's health issues within the ministry.

## Health System Management Group

Health System Management Group includes the Institutional Health Division, Health Insurance Division, Policy Integration and Coordination Office, and the Laboratory Services Branch.

### General Classes or Types of Records Strategic and Operational Planning

#### Manuals

Administrative (Policies and Procedures, Emergency Procedures, Occupational Health and Safety)



Independent Health Facilities Guidelines for District Health Councils

## Personal Information Banks

Private Hospitals - Patients' Medical Records (closed private hospitals)

Location: Health System Management Group.Legal Authority: Private Hospitals Act, R.S.O. 1990, c.P.24; R.R.O. 1990, Reg. 937, s.7 to s.10.Information Maintained: Name, age, medical history, sex.Uses: Satisfy legislative requirements for hospital patient records.Users: Administrative staff for repository purposes, patients or their legal representatives.Individuals in Bank: Former patients of closed private hospitals.Retention and Disposal: Twenty years, then destroyed.

## Health Insurance Division

The Health Insurance Division consists of the Client Services Unit, the Provider Services Branch and the Alternative Funding Unit. The Client Services Unit is responsible for legislation and policy relating to registration of Ontario residents in Ontario health coverage and the Northern Health Travel Grant program. The Provider Service Branch is responsible for payment policy for fee-for-service providers and out of country health services. In addition to administering the Independent Health Facilities Act, the Alternative Funding Unit focuses on new and emerging methods of alternative funding for both providers and programs in the delivery of health care. The office of the Executive Director, Health Insurance Division, provides overall coordination for these activities.

## General Classes or Types of Records

Insured Services Fee Schedules

Medical/Facility Claims - Adjudication, Payment Policy  
Ontario Health Insurance Plan - Policy, Authorizations, Thresholds, Reallocation

## Manuals

Health Insurance Bulletins (practitioners)  
Out-of-Country Claims Policy

## Personal Information Banks

Correspondence/Files - Insured Persons and General Public

Location: Health Insurance Division.Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6; Independent Health Facilities Act, R.S.O. 1990, c.I.3, s.3, 5, 6, 9, 18, 36.Information Maintained: Name, address, inquiries, health number, enrolment, financial and medical information, Medical Eligibility Committee/Health Service Appeal Board decisions, legal opinions, court orders, subpoenas, decisions and recommendations.Uses: Determine eligibility for enrolment for Ontario health coverage; assess claims; provide background data for the development of Ministry of Health program policy; compile statistics.Users: Health Insurance Division staff, Claims Payment Operations staff, authorized ministry officials, Legal

Services Branch staff, Health Service Appeal Board, other specifically authorized agencies.Individuals in Bank: Health insurance subscribers, members of the general public inquiring about enrolment, claims or grants.Retention and Disposal: One to 10 years, then destroyed.

Correspondence/Files - Physicians/Practitioners/Facility Operators

Location: Health Insurance Division.Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6; Independent Health Facilities Act, R.S.O. 1990, c.I.3, s.3, 5, 6, 9, 18, 36.Information Maintained: Name, address, Independent Health Facilities licence information, court orders, decisions of the Health Services Appeal Board/Health Facilities Appeal, fees claimed and paid for insured services and facilities, financial and billing information, inquiries, legal opinions, licensing information, medical and enrolment information, physicians/practitioners/IH Facility registration number, address, telephone number, professional qualifications, review committee's referral information and decisions, staff decisions and recommendations, subpoenas, third party representation.Uses: Respond to inquiries about registration, physician, practitioner and facility operator reimbursements; monitor physicians', practitioners' and facility operators' billing; assess entitlement to insurance registration and licensing; determine whether or not to make referrals to the review committee or other specifically authorized agencies; compile statistics; provide information as required.Users: Health Insurance Division, Claims Payment Operations staff, authorized ministry officials, Legal Services Branch staff, Health Service Appeal Board, other specifically authorized agencies.Individuals in Bank: Physicians/practitioners registering or making claims for payment, independent facility operators or whose practices are under review by the Ministry of Health.Retention and Disposal: Ten years, then destroyed.

## Illegal Charges

Location: Health Insurance Division.Legal Authority: Health Care Accessibility Act, R.S.O. 1990, c.H.3.Information Maintained: Name, address, telephone number, date of birth, sex, amount paid to the practitioner, amount reimbursed by OHIP, relevant correspondence, claim number, claim type, claims history, copies of practitioner's remittance advice, date of service, practitioner's name, proof of payment to the practitioner, registration number of person seeking declaration under this Act.Uses: Investigate and process requests for reimbursements of extra-billing payments to practitioners; provide statistics; respond to inquiries.Users: Staff of Health Insurance Division, Ministry of Health Legal Branch.Individuals in Bank: Residents of Ontario and practitioners.Retention and Disposal: Not determined.

## Independent Health Facilities

Location: Health Insurance Division.Legal Authority: Independent Health Facilities Act, R.S.O. 1990, c.I.3.Information Maintained: Facility name, registration number, address, site plans, organization charts, position

descriptions, providers, provider registration numbers, provider qualifications; facility owner/operator name, address, corporate information, business experience; applications for licence, transfer, relocation, expansion; method of payment, types of services, quality assurance data and reports, inspection data and reports, facility monitoring system, conditions of licence for each facility.Uses: Monitor, determine eligibility in order to issue, renew or revoke licences; determine funding, record and generate payment; determine recoverable amounts; investigate allegations of fraud; inspect, assess quality assurance; compile statistics and make reports.Users: Staff of Health Insurance Division, Information Systems Division, and Finance and Accounting, Legal Services Branch staff, authorized ministry officials, Health Services Appeal Board, Health Facilities Appeal Board, College of Physicians and Surgeons of Ontario and District Health Councils.Individuals in Bank: Facility owners/operators, physicians and other persons who are involved in the provision of services in the independent health facility.Retention and Disposal: Not determined.

#### Independent Health Facilities Agency System

Location: Health Insurance Division.Legal Authority: Independent Health Facilities Act, R.S.O. 1990, c.I.3.Information Maintained: Facility name, billing registration number, site and mailing addresses, mobile site addresses, administrator, quality advisor, management firm, accreditation date and organization, registration with X-Ray Inspection Services or Atomic Energy Commission, district health council region; facility operator/owner name, address, corporate information, citizenship status, physician, registration number, partners name & address, partnership interest, affiliate relationship; licence number, licence type, licence effective date, licence expiry date, licence status, Maximum Allowable Consideration value, licensed categories, licensed services, claims/service encounter data processing rules.Uses: Record, maintain, update and inquire on data for licensed Independent Health Facilities in Ontario; control payment of licensed services only; collect service encounter data; compile statistics and produce profile reports on IHFs.Users: Staff of Health Insurance Division, Claims Payment Operations.Individuals in Bank: Licensed IHF facility owners/operators.Retention and Disposal: Fifty years, then destroyed.

#### Malpractice Insurance Premium Reimbursement/Liability Protection Coverage Reimbursement

Location: Health Insurance Division.Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6, s.2.Information Maintained: Doctor's/chiropractor's name, title, address, telephone number, licence number, OHIP registration number, specialty code, Canadian Medical Protective Association class category, Canadian Medical Protective Association acknowledgement or equivalent.Uses: Program and information no longer actively maintained by the Ministry of Health; respond to inquiries.Users: Staff of Health Insurance Division, Finance and Accounting Branch, Ministry of Treasury and Economics, Ministry of Government Services, Payments Branch, Legal Services Branch and Information Systems Branch.Individuals in

Bank: Doctors/chiropractors applying for Malpractice Insurance Premium Reimbursement or Liability Protection Coverage Reimbursement.Retention and Disposal: Seven years, then destroyed.

#### Out-of-Country Authorizations

Location: Health Insurance Division.Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6, O.Reg. 31/92.Information Maintained: Name, health number, birth date, sex, address, telephone number, practitioner's name, practitioner's address and telephone number, diagnostic codes, fee schedule codes, length of waiting period, treatment information and availability, date approved, approved rates and length of stay, provider facility number, provider facility name and address.Uses: To record applications for prior approval/denial for payment of out-of-country medical and hospital services; provide case information to Claims Payment Operations for the payment of approved out-of-country claims; provide case information for Health Services Appeal Board; respond to inquiries.Users: Staff of Health Insurance Division, Claims Payment Operations.Individuals in Bank: Persons requesting prior approval for medical procedures performed outside of Canada.Retention and Disposal: Not determined.

#### Practitioner Registry (HRR)

Location: Health Insurance Division.Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6, s.15 to s.18.Information Maintained: Name, address, telephone number of provider or provider group, physician registration number, names of group members, sex, professional qualifications, specialty and licensing information with effective dates, fee payment information, billing information including option status, submission, billing agent, source-document numbers, practitioner's OHIP registration numbers, hospitals where physician/practitioner has privileges, university name.Uses: Confirm entitlement; determine manner in which fees are to be paid; generate mailing information; monitor practitioners' billings; identify practitioners for payment recovery purposes; produce lists of practitioners, registered physicians and hospitals; respond to inquiries; provide statistics.Users: Staff of Health Insurance Division, Claims Payment Operations, authorized ministry officials, Legal Services Branch, Drug Programs Branch, Finance and Accounting Branch and Information Systems Division.Individuals in Bank: Practitioners in Ontario and some from outside Ontario applying for OHIP registration.Retention and Disposal: Fifty years, then destroyed.

### **Alternative Funding Unit**

The Alternative Funding Unit has been established to focus on new and emerging methods of alternative funding for both providers and programs in the delivery of health care.

The unit administers the Independent Health Facilities Act. This includes licensing, inspection and assessment provisions; technical advice on funding issues; distribution of IHF Schedule Facility Fees Schedule; and negotiation of funding arrangements.



## General Classes or Types of Records

Northern Health Travel Grant - Policy

## Client Services Unit

The Client Liaison Unit prepares written responses to Health Insurance Division correspondence directed to the Minister of Health and other senior Ministry officials.

## Provider Services Branch

The Provider Services Branch establishes policies and manages fee-for-service payments to physicians, practitioners and private medical laboratories. The branch assesses payment patterns, researches policy changes and provides ongoing management information. The branch implements payment policies and rules and monitors and assesses claims submitted to the ministry. In addition, the branch sets policy and manages the out-of-province and out-of-country payment program. The branch liaises with professional organizations and licensing bodies for the following groups: physicians, laboratories, dentists, osteopaths, chiropractors, optometrists and physiotherapists, and maintains a registry of all providers who bill the Ministry of Health for health services.

Complaints with respect to provider billings or practices may be directed to this branch. For inquiries on payment of claims, contact the district offices listed under the Claims Payment Operations entry.

## General Classes or Types of Records

Practitioner Claims - Payment Policy

## Institutional Health Division

This division is responsible for planning, managing, and directing hospital reform within a total health system context and consistent within the ministry's overall policies and strategies.

## General Classes or Types of Records

Disaster Planning

Health Care Facilities and Nursing Homes - Plans and Specifications

Health Resources Capital Construction Fund

Interhospital and Community Committees

Patient Activity Statistics

Physician/Practitioner Review

Physicians - Statistical Information

## Manuals

Guide for Electrical Systems in Patient Care Areas in Hospitals

Heating, Ventilation and Air Conditioning

Hospitals - Operating Policy Hospitals - Planning

Illumination Systems in Hospitals

Manual of Operating Guidelines

Recommendations for Control of Legionellae in Hospitals  
Registration Policy Manual

## Institutional Services Branch

The Institutional Services Branch develops and coordinates the institutional health division programs; develops operating, financial and planning policies and guidelines; and manages the capital programs and the X-ray inspection service.

The Central Ontario Region, South/West Ontario Region and North/East Ontario Region, are the three new regional operational branches, which work with hospitals, related facilities and District Health Councils to plan and manage hospital reform, and fund and monitor the regional and district institutional health care system.

In the Central Region there are 67 hospitals, 3 children's treatment centres and 6 district health councils; as well as two specialized programs (The Ontario Cancer Treatment and Research Foundation and the Canadian Blood Agency).

In the South/West Region there are 76 hospitals, 8 children's treatment centres and 12 district health councils.

In the North/East Region there are 90 hospitals, 5 children's treatment centres and 14 district health councils.

## Manuals

Hospital Operating Policy Manual and Hospital Planning Manual

## Mental Health Facilities Branch

The Mental Health Facilities Branch is responsible for funding and operation of the province's 10 psychiatric hospitals; assessing, approving and monitoring the operations of the Clark Institute, Homewood Health Centre, Institute of Psychotherapy, Royal Ottawa Health Care Group and Network North; the coordination of activities of all the psychiatric units in the public hospitals. The total bed capacity of the psychiatric hospitals and psychiatric units is approximately 6,200 and is legislated under the Ontario Mental Health Act and the Public Hospitals Act.

The facilities provide a range of adult psychiatric services, including acute, rehabilitation, and long-term care. They also provide specialized care for forensic and dually diagnosed patients with either mental retardation or drug and alcohol dependencies, psychiatric disabilities, and adolescent programs and services for persons suffering from acquired brain damage.

## General Classes or Types of Records

Provincial Psychiatric Hospitals - Incident/Accident Reports and Analyses

Provincial Psychiatric Hospitals - Industrial Workshop Contracts

Provincial Psychiatric Hospitals - Preventive Maintenance, Safety and Inspection Logs



Provincial Psychiatric Hospitals - Program Planning and Inventory  
Provincial Psychiatric Hospitals - Quality Assurance and Audit Reports

### Personal Information Banks

#### Provincial Psychiatric Hospitals - Patients' Financial Records and Records of Belongings

Location: Mental Health Facilities Branch. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.6(1)(1), (2) and (7) and s.6(2)(d); Mental Hospitals Act, R.S.O. 1990, c.M.8, s.6 and 7; Mental Health Act, R.S.O. 1990, c.M.7, s.37. Information Maintained: Name, debit slips, financial transactions and record of belongings, requisitions, statements for patient's money. Uses: Monitor financial resources of patients; obtain money from public trustee; provide record of belongings and financial transactions. Users: Financial staff, auditors, clinical staff. Individuals in Bank: Inpatients, outpatients and discharged patients. Retention and Disposal: Ten years after death or termination of custody and after clearance with relevant trustees, then destroyed.

#### Psychiatric Service Inquiries - Client Files

Location: Mental Health Facilities Branch. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.6(1)(1), (2) and (7) and s.6(2)(d); Mental Hospitals Act, R.S.O. 1990, c.M.8, s.6 and 7; Mental Health Act, R.S.O. 1990, c.M.7, s.37. Information Maintained: Name, diagnosis and treatment, medical information. Uses: Resolve problems concerning treatment and the provision of services. Users: Authorized branch and psychiatric hospital staff. Individuals in Bank: Individuals with special needs or in special circumstances. Retention and Disposal: Not determined.

### Laboratory Services Branch

The Laboratory Services Branch has public health laboratories throughout the province which perform tests to assist in diagnosis, prevention and treatment of disease. The branch serves doctors, hospitals, private laboratories, health units and other ministries, and performs bacteriological analyses of drinking water for the general public.

The Laboratory Licensing and Inspection Service Licenses and inspects medical laboratories to ensure development and maintenance of high standards of medical laboratory services and to encourage the most economical use of available resources. Private, public health and hospital laboratories are inspected, as necessary, and facts on all aspects of laboratory operations are gathered. The service also licences and inspects specimen collection centres.

The Drug Testing Laboratory carries out drug analyses activities to ensure the integrity of quality, efficiency and interchangeability for drugs listed in the Drug Benefit Formulary/Comparative Drug Index.

### General Classes or Types of Records

Laboratory Licensing and Inspection  
Laboratory Reports on Daily and Related Products  
Laboratory Reports on Tested Pharmaceutical Products  
Laboratory and Tuberculosis Sensitivity Reports  
Monthly Reports of Laboratory Work

### Manuals

Drug Sampling Procedure  
Guide to the Collection and Submission of Specimens  
Laboratory Safety  
Procedures (biochemistry, clinical bacteriology, environmental bacteriology, mycobacteriology, mycology, parasitology, serology, virology)

### Personal Information Banks

#### Laboratory Specimen-Data Sheets

Location: Laboratory Services Branch. Legal Authority: Health Protection and Promotion Act 1983, R.S.O. 1990, c.H.7. Information Maintained: Test results and analyses. Uses: Provide a record of laboratory tests; compile statistics. Users: Branch and ministry administrative staff (statistical data only), physicians (treatment of patients) and private citizens (quality of drinking water only). Individuals in Bank: Medical patients, private citizens and public health agencies. Retention and Disposal: Water quality records - 3 months, then destroyed other records - 2 years, then destroyed.

#### Laboratory and Inspection

Location: Laboratory Services Branch. Legal Authority: Laboratory and Specimen Collection Centre Licensing Act, R.I. 1990, c.L.1.; O.R. 683. Information Maintained: Owners and employees of laboratories and specimen collection centres. Uses: Ensure that employees are qualified in accordance with Act and regulations used by Health Human Resources Planning. Users: LLIS staff, Health and Human Resources Planning staff, Ontario Medical Association (LPTP). Individuals in Bank: Owners and staff of licensed laboratories and specimen collection centres. Retention and Disposal: Ten years, then destroyed.

#### Licensing - Specimen Collection Centres, Hospital and Private Laboratories

Location: Laboratory Services Branch. Legal Authority: Laboratory and Specimen Collection Centre Licensing Act, R.S.O. 1990, c.L.1. Information Maintained: Rationale for refused or cancelled licence. Uses: Maintain record of licensing history (renewal, cancellation, refusal, inspections, action taken by the licensee and the ministry); control, management and statistical purposes. Users: LLIS administrative staff, Inspection Service inspectors, Legal Services Branch staff, Laboratory Review Board. Individuals in Bank: Applicants for laboratory licences, owners and operators of licensed laboratories and specimen collection centres, staff of laboratories and specimen





telephone and registration numbers, authorized equipment, health professional's name and registration number, vendor name, address and registration number. Uses: Determine eligibility. Users: Administrative staff, professional program consultants, audit staff. Individuals in Bank: Individuals applying for assistance under the Assistive Devices program. Retention and Disposal: Ten years, then transferred to archives.

#### Assistive Devices - Vendor Registration Records

Location: Assistive Devices Branch. Legal Authority: Ministry of Health Act R.S.O. 1990, c.M.26, s.6(1)(d). Information Maintained: Company name, address, business and professional references, corporate registration, financial information, registration number. Uses: Determine eligibility to be a registered vendor. Users: Branch administrative staff, professional program consultants, audit staff and ministry's Legal Services Branch staff. Individuals in Bank: Individuals applying for registration with the Assistive Devices Program. Retention and Disposal: Seven years, then transferred to archives.

### **Community Health Division**

The Community Health Division ensures the efficient and effective management of programs in the area of Community Health, Public Health, Health Promotion, Community Mental Health, the AIDS Bureau, Substance Abuse Office, Office of Children and Youth Health Policy and is responsible for the development of the Community Health Framework Project.

### **Aids Bureau**

The AIDS Bureau provides updated information on all AIDS-related issues, provides funding to community-based groups, provides general educational information to the public, and liaises with other branches within the Ministry of Health on other AIDS issues.

### **Community Health Branch**

The Community Health Branch is responsible for administering the Health Service Organization and Community Health Centre Program and the Comprehensive Health Organization Program, the Midwifery Program and the Northern Diabetes Network.

#### **Common Records**

Board of Governors Membership

#### **General Classes or Types of Records**

Community Files (by discipline)  
Healthy Adolescents Program Records  
Healthy Adults Program Records  
Healthy Children Program Records  
Healthy Elderly Program Records  
Healthy Service Organization/Community Health Centres (HOS/CHC) Program

Nutrition Promotion Program Records

#### **Manuals**

Reportable Disease Information System - Guidelines and Procedures

### **Comprehensive Health Organization Program**

The Comprehensive Health Organization Program is the responsibility of the Community Health Division.

### **Health Service Organization and Community Health Centre Program**

Health Service Organizations (HSOs) are general practitioner and physician groups which receive capitation payment for health services in lieu of Ontario Health Insurance fee for service. HSOs' capitation payments are on behalf of enrolled roster populations. Further information can be obtained by writing to the program at the above address.

Community Health Centres (CHCs) are community-sponsored organizations providing primary health care services to a specified population with a high disease burden or need for improved access to care. CHC funding is provided through program-based budgets developed by the ministry. District Health Councils review and rank CHC program proposals which must identify the health needs of their population.

#### **General Classes or Types of Records**

Health Service Organization/Community Health Centres (HSO/CHC) Program

#### **Manuals**

CHC Program Resource Manual  
Health Services Organization Program - Policy and Procedures

### **Community Health Framework Project**

Community Health Framework Project develops policy and strategies that foster the creation of a community health system and create conditions to improve and maintain the health of individuals, families and the community.

### **Community Mental Health Branch**

The Community Mental Health Branch operates the Community Mental Health Program/Addictions Services Program which funds a range of hospital and community-based mental health, addictions and sexual assault services, including prevention, social rehabilitation, vocational, case management, crisis, self-help, housing, psychogeriatric, detoxification, assessment/referral, counselling/day treatment and residential treatment. The branch administers the Homes for Special Care Program by coordinating inspections and licensing both nursing homes and homes for special care facilities for former patients of Ontario psychiatric hospitals.



## **General Classes or Types of Records**

Community Advisory Boards for Provincial Psychiatric Hospitals  
Community Mental Health Services Program  
Community Mental Health Services Program - Budgets

## **Manuals**

Community Mental Health Program

## **Health Promotion Branch**

The Health Promotion Branch is responsible for the development and implementation of program and policy initiatives in the area of health promotion. Activities include developing and implementing province-wide projects and policies, and providing information on various health promotion strategies and interventions.

The Policy Development and Coordination Unit coordinates health promotion policy and assists other internal and external areas in the Ministry of Health, in developing policies.

The Community Development Unit supports local communities by assisting them in developing and implementing health promotion initiatives. This area administers the Health Promotion Grants Program which provides grants to non-profit organizations, for a broad range of community-based health promotion projects. The unit also provides training and resource materials to communities on a variety of health promotion topics.

The Social Marketing Unit develops, supports, and evaluates community health promotion demonstration projects on specific health issues for later diffusion and dissemination.

## **Office of Children and Youth Health Policy**

The Office of Children and Youth Health Policy is responsible for the development and implementation of the Children and Youth Health Strategy to promote and preserve the health and well-being of Ontario's children. The office provides a focal point for policy development and coordination of children and youth health issues within the Ministry of Health. As well, the office collaborates with other ministries and sectors on issues of common concern for children and youth.

## **Ontario Substance Abuse Bureau**

The Ontario Substance Abuse Bureau, within the Ministry of Health, is responsible for coordinating the interministry Provincial Substance Abuse Strategy so as to prevent and reduce abuse of substances which contribute to ill health such as alcohol, and the strategy includes prescription drugs, inhalants, solvents and illicit drugs. The bureau also coordinates the Ministry of Health's own substance abuse strategy, including the linkages with the Addiction Research Foundation, and is

responsible for the funding and operation of addictions treatment agencies throughout Ontario.

## **Public Health Agencies**

A Public Health Unit is an official health agency established by a group of urban and rural municipalities to provide a more efficient community health program, carried out by full-time, specially qualified people.

There are 42 public health units in Ontario. Health units administer health promotion and disease prevention programs directed to healthy life-styles; communicable disease control including education in STDs/AIDS, immunization, food premises inspection; healthy growth and development including parenting education, health education for all age groups, selected screening services.

Each health unit is governed by a board of health, which is an autonomous corporation under the Health Protection and Promotion Act, and is administered by the medical officer of health who reports to the local board of health. The board is largely made up of elected representatives from the local municipal councils. The ministry cost-shares the expenses with the municipalities.

## **General Classes or Types of Records**

Local Health Agencies - Budgets

## **Public Health Branch**

The Public Health Branch provides leadership and support to Ontario's public health system through comprehensive consultant support services to 42 boards of health, advice to corporate management on public health issues, a provincial epidemiology service and response to control outbreaks of disease, and management of transfer payments for public health programs. The branch also maintains a comprehensive database for health care planning at the ministry and local levels.

## **General Classes or Types of Records**

Food Safety Program Files  
Infection Control in Institutions Program Files

## **Manuals**

Children in Need of Treatment System - User's Guide  
Computer-Assisted Public Health Inspection - User's Guide  
Guidelines and Procedures for Preparation of Annual Program-Based Plan and Budget Submissions  
Immunization Record Information System Manual  
Reportable Disease Information System Guidelines and Procedures

## Personal Information Banks

Acquired Immunodeficiency Syndrome [service discontinued in 1989]

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91. Information Maintained: Name, address, date of onset, date of arrival in Canada, date of death, details of diagnosed diseases indicative of AIDS, exclusion criteria, hospital name, laboratory data, name of person completing form and telephone number, patient status, physician name, social and risk factors. Uses: Monitoring and reviewing the incidence and disease trends in Ontario; monitor the progress of the disease. Users: Senior medical consultant; nurse epidemiologist; Manager, Data Support Services; data clerk. Individuals in Bank: Patients diagnosed as having AIDS. Retention and Disposal: Not determined.

### Adverse Reactions

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7. Information Maintained: Patient's initials, age, sex, vaccine history, medical history (allergy history and concomitant diseases, etc.). Uses: Adverse reaction data bank for statistical analysis as bases for future recommendations related to vaccine usages. Users: Senior medical consultant, Disease Control Service staff. Individuals in Bank: Individuals who presented adverse reactions temporally associated with the administration of vaccines within the province of Ontario. Retention and Disposal: Two years, then destroyed.

Chest-Disease Service (patient index and records, abnormal X-rays, register of patients with inactive and prophylaxis tuberculosis) [service discontinued December 1982]

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91. Information Maintained: Name, address, chart number and X-ray film, clinic report, drug report, history of tuberculosis, medical history of patients (living and deceased) with chest diseases, occupation contacts, outpatient report, prescription and treatment record, sex and age, treatment, X-ray number. Uses: Maintain a cumulative record of patients' medical histories in order to provide information for diagnosis and treatment; provide information for retrospective research studies for ministries and outside agencies. Users: Physicians, hospitals, branch administrative clerk. Individuals in Bank: Patients with tuberculosis or chest abnormalities. Retention and Disposal: Patient records/index retained 40 years, then transferred to archives; X-rays retained 25 years, then destroyed; register retained 30 years, then transferred to archives.

### Children in Need of Treatment System

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 382/84, s.8a, as made by O.Reg. 515/87, and as amended by O.Reg. 750/91. Information Maintained: Name, date of birth,

sex, dental treatment, amount claimed by dentist and amount paid, dentist's name and number, social assistance indicators. Uses: Province-wide statistical data on numbers of children treated, average costs, overpayment reports, costs for children on social assistance, statistics on payment arrangements within health units. Users: Dental consultant; Public Health Promotion Service; data clerks, Manager, Data Support Services. Individuals in Bank: School children in Ontario who have received treatment under the program. Retention and Disposal: Variable, then transferred to archives on tape.

Communicable Diseases - Patient Files [service discontinued in 1989]

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91. Information Maintained: Name, address, age, laboratory results, medical history, nature of illness, sex, treatments. Uses: Surveillance purposes; epidemiological research. Users: Senior medical consultants, Disease Control Service (DCS), data clerks and supervisor. Individuals in Bank: Individuals with reportable communicable diseases. Retention and Disposal: Four years, then destroyed.

### Computer-Assisted School Health Services

Location: Public Health Branch. Legal Authority: Immunization of School Pupils Act, R.S.O. 1990, c.I.1. Information Maintained: Name, age, health status and immunization records, sex. Uses: Provide information on the immunization of school children. Users: Board of Health staff responsible for immunization of school pupils, consultants, Disease Control Service and Systems Support Unit staff. Individuals in Bank: School children in Ontario. Retention and Disposal: Retained on data tape for 11 years after last data entry to record, then deleted.

### Encounter System (community health)

Location: Public Health Branch. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.6(1)(d). Information Maintained: Patient name, address, encounters (visits), service provided by Health Service Organizations (HSOs), service provided by Community Health Centres (CHCs). Uses: Provide audit assurance that services are delivered in HSOs and CHCs; provide program-wide service data to HSO/CHC program; provide aggregate statistical reports to HSO/CHC sponsors for management planning, and research studies. Users: HSO/CHC program coordinator, consultants, liaison clerks, statistical officer, HSO/CHC sponsors and staff, audit staff. Individuals in Bank: HSO/CHC patients. Retention and Disposal: Not determined.

### Immigrant Medical Services

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91. Information Maintained: Name, address, country of origin, date of birth, positive syphilis serology, treatment. Uses: Surveillance of immigrants with a diagnosis of syphilis. Users: Senior medical consultant, nursing epidemiologist, administrative secretary. Individuals in Bank: Immigrants with



positive syphilis serology.Retention and Disposal: One year, then destroyed.

Immigrant Medical Services - Notification to Provincial Government of Inactive Pulmonary Tuberculosis

Location: Public Health Branch.Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91.Information Maintained: Name, address, country of origin, date of birth, diagnosis, file number.Uses: Surveillance of immigrants with findings suggestive of inactive pulmonary tuberculosis; provide statistics.Users: Consultants, Disease Control Service staff, Systems Support Unit staff, local public health agencies.Individuals in Bank: Immigrants with inactive pulmonary tuberculosis.Retention and Disposal: One year, then destroyed.

Leprosy Case Register and Progress Reports [service discontinued in 1989]

Location: Public Health Branch.Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91.Information Maintained: Name, address, age, country of birth, laboratory findings and treatment, medical history, sex.Uses: Update leprosy register; organize distribution of drugs; record program activities; compile statistics.Users: Senior medical consultant, Disease Control Service staff, ministry consultant on leprosy, Data Support Section data clerk and supervisor.Individuals in Bank: Individuals with active leprosy.Retention and Disposal: Not determined.

Maternal Mortality

Location: Public Health Branch.Legal Authority: Public Hospitals Act, R.S.O. 1990, c.P.40, s.16(3); O.Reg. 518/88.Information Maintained: Record of maternal deaths by cause, age, hospital, location of death and residence of women.Uses: Study causes and trends in maternal deaths in Ontario.Users: Ontario Medical Association Maternal Mortality Subcommittee/Perinatal Committee.Individuals in Bank: Women who died while pregnant or within 42 days after delivery.Retention and Disposal: Two years, then destroyed.

Newborn Screening Program for Inborn Errors of Metabolism

Location: Public Health Branch.Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.9.Information Maintained: Name, date of birth, diagnosis with treatment, hospital of birth, parents' names, residence.Uses: Identify and treat infants with Phenylketonuria (PKU) and congenital hypothyroidism (CH); compile statistics on the incidence and trends of these diseases.Users: Regional treatment consultants, provincial laboratory staff, the Advisory Committee on Screening for Inherited Diseases in Infants.Individuals in Bank: Infants born with PKU and CH.Retention and Disposal: Indefinite for PKU children under treatment; two years for CH.

Rabies Report

Location: Public Health Branch.Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 292/84.Information Maintained: Initials, age, degree of contact with suspected rabid animals, health unit, sex.Uses: Provide

recommendations whether or not an individual should receive anti-rabies vaccine; provide statistics (because Agriculture Canada/MNR now compiles rabies statistics).Users: Veterinary consultants, Disease Control Service data clerk and supervisor, Data Support Services staff.Individuals in Bank: Individuals who have been in contact with suspected rabid animals.Retention and Disposal: One year, then destroyed.

Reportable Diseases

Location: Public Health Branch.Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91.Information Maintained: Initials, age, sex, risk factors, dates of onset and diagnosis, laboratory data, health unit of residence.Uses: Epidemiologic surveillance, monitoring and reviewing reportable disease incidence and trends in Ontario.Users: Consultants, Disease Control Service.Individuals in Bank: Individuals with reportable diseases.Retention and Disposal: Variable, then transferred to archives on tape.

Sexually Transmitted Diseases - Contact Cards and Related Correspondence

Location: Public Health Branch.Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91.Information Maintained: Name, address of sexually transmitted diseases contact.Uses: Trace and notify sexually transmitted diseases contacts.Users: Senior medical consultant, nurse epidemiologist, Disease Control Service staff, branch administrative secretary.Individuals in Bank: Persons residing outside Ontario having had contact with residents infected with sexually transmitted diseases.Retention and Disposal: One year, then destroyed.

Sexually Transmitted Diseases - Patient Case Files [service discontinued in 1989]

Location: Public Health Branch.Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91.Information Maintained: Name, sexually transmitted disease diagnosis, stage of disease where applicable, address, serology treatment, sex, serology treatment.Uses: Research purposes.Users: Senior medical consultant, nurse-epidemiologist, Disease Control Service staff, data clerk and supervisor.Individuals in Bank: Registered syphilis patients notified between April 1, 1981 and March 31, 1990.Retention and Disposal: Microfiche is kept for 50 years.

Tuberculosis Admission/Separation Cards [service discontinued December 1982.]

Location: Public Health Branch.Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91.Information Maintained: Name, address, case number, country of birth, date of admission/separation and health on discharge, medical history, name and location of institution, occupation, sex.Uses: Update tuberculosis register card; respond to inquiries from clinics, hospitals, laboratories and medical officers of health.Users: Senior medical consultant, Disease Control Service staff, User Support Unit staff.Individuals in Bank: Patients admitted or discharged from institutions for the



treatment of tuberculosis between 1920 and 1982. Retention and Disposal: Thirty years, then transferred to archives.

Tuberculosis Register and Index of Active Patients, Notification of New Active or Reactivated Cases, Nominal Roll [service discontinued in 1989]

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91. Information Maintained: Name, OHIP number, address, bacteriology, case history, country of birth and origin, diagnosis, facts relevant to treatment, known close contacts, marital status, occupation, physician treating the case, sex. Uses: Provide a complete roster of identified tuberculosis patients in Ontario; provide information to public health units and private physicians on previous treatment and stage of disease; update register; provide statistics and a numeric cross-reference for reporting cases to/from Statistics Canada. Users: Senior medical consultant, Disease Control Service staff, data clerk and supervisor. Individuals in Bank: Individuals with active or reactivated tuberculosis. Retention and Disposal: Microfiche records from 1960 to 1988 inclusive maintained for 50 years; nominal roll destroyed in 1990.

### Corporate Liaison and Resource Service

The Corporate Liaison and Resource Service is responsible for planning and coordinating the implementation of public health programs through the 42 boards of health in Ontario; liaising with the board chairmen and medical officers of health for the boards of health on management, administration and organizational issues; coordinating the branch's funding to boards of health, and providing information systems support to public health programs.

#### General Classes or Types of Records

Budgets of Boards of Health Files  
General Boards of Health Files

#### Manuals

Guidelines and Procedures for Health Units to Prepare Annual Program-Based Plan and Budget Submissions

### Disease Control Service

This office is a comprehensive provincial epidemiology service which collects statistics on disease trends, including infectious and non-infectious diseases; sexually transmitted diseases, including AIDS; animal diseases with human implications, and various environmental hazards with public health implications.

The office supplies Local Boards of Health with vaccines, snake anti-venom, anti-rabies treatment and drugs for the treatment of tuberculosis, leprosy and sexually transmitted diseases. A consultative service is provided to Medical Officers of Health, private physicians, other ministries and agencies in matters of disease control.

#### General Classes or Types of Records

Community Health Protection  
Non-Communicable Disease Investigation Program Files  
Outbreak Control Program Files  
Rabies Control Program Files  
Reproductive Health Program Records  
Sexual Health Program Records  
Sexually Transmitted Diseases Program Files

### Epidemiology and Health Planning Service

The Epidemiology and Health Planning Service provides a central resource in the areas of epidemiology, health surveillance, public health research and public health planning. Consultation and advice is provided to staff of the Public Health Branch and to local official health agencies. In conjunction with other services in the branch, the service is responsible for the planning and implementation of public health research projects; collection, analysis, interpretation and dissemination of health information; evaluation of public health programs and activities; and issue identification, analysis and policy formulation.

#### General Classes or Types of Records

Ontario Heart Health Survey Database

### Office of the Chief Medical Officer of Health

This office provides recommendations for policy and long-range planning to prevent the spread of disease, promote and protect health. The Chief Medical Officer of Health monitors the organization and delivery of public health programs and services provided by local boards of health and, when directed by the minister, will act to protect health and ensure the provision of necessary public health programs and services.

#### General Classes or Types of Records

Committee and Associations Affiliated with Public Health Files

### Public Health Promotion Service

The Public Health Promotion Service is a multi-disciplinary team of public health professionals who work in close collaboration with local health agencies, federal and municipal governments, universities and professional associations to identify and respond to province-wide public health needs. The service provides technically competent consultative support in the practice of public health to field agencies/organizations in the areas of healthy growth and development (healthy children, adolescents, adults, elderly, reproductive health and sexual health) and healthy life-styles (tobacco use prevention, substance abuse prevention, nutrition promotion and physical activity promotion). The service also administers the Newborn Screening Program and the dental treatment program for children in need (CINOT). For the delivery of local public

health services, contact the nearest public health unit, listed under the Public Health Agencies entry.

### General Classes or Types of Records

Public Interest Evaluation Reports

## Emergency Health Services Branch

The branch is responsible for the provision of basic life support and advanced (paramedic) ambulance services in Ontario. Activities include licensing private, municipal and hospital-based ambulance services and first response teams; operating 10 fleet services staffed by Ministry Health personnel; and coordinating air ambulance transfers through a central Medical Air Transport Centre. Emergency ambulance service can be requested via the number listed in local telephone directories or by dialling "0" for operator and asking for Zenith 90000. 911 is the preferable method of access where available.

The Head Offices are located throughout the province. Staff provide a direct link with the head office in Toronto; coordinate the review and approval of funds allocated to each ambulance service; offer advice related to disaster planning and ambulance service training programs; evaluate ambulance vehicle and equipment needs within the region; liaise with all levels of municipal, provincial, and federal governments to ensure appropriate ambulance services; provide advice to ambulance service operators to ensure service consistent with legislated requirements; and handle public inquiries and complaints with the system.

### General Classes or Types of Records

Advanced Life-Support Program  
Air Ambulance Utilization Guide  
Ambulance Fleet Management System  
Ambulance Operations - Licensing and Reviews  
Ambulance Response Information System - Emergency Details  
Ambulance Review Program  
Ambulance Supply/Conversion Specifications  
Central Ambulance Communication Centre - Implementation Plans and Schedules  
Central Ambulance Communication Centre - New Employee Orientation Program  
Claims - Land and Air  
Contingency Services Program  
Directory of Ambulance Services  
Disaster Planning and Emergency Response  
Emergency Health Services - Disaster and Contingency Planning  
Emergency Medical Care Assistant Program (EMCA)  
Emergency Patient Information System  
Emergency Response Program Files  
Equipment - Data and Research  
Equipment - Review and Development  
Generic Contingency Guide  
Telecommunications - Systems, Proposals, Research Development

Vehicle Data, Specifications, Research

### Manuals

Administrative Policies and Procedures  
Ambulance Co-Payment Billing Manual  
Ambulance Services Branch - Policy and Procedures  
Central Ambulance Communication Centre (CACC) - Policy and Procedures  
Emergency Care Program - Operational Directives  
Emergency Health Services - Code of Conduct  
Emergency Health Services - Uniform Issue  
Emergency Health Services Branch - Equipment  
Emergency Health Services Branch - Financial and Administrative Policies and Procedures  
Emergency Health Services Branch - Operational Directives  
Emergency Health Services Branch - Policy and Procedures  
Emergency Medical Care Attendant (EMCA) - Study Guide  
Emergency Patient Care  
Genetic Contingency Guide  
Manual of Confidentiality and Security

### Personal Information Banks

#### Air Ambulance Claims and Review Files

Location: Emergency Health Services Branch. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6; Ambulance Act, R.S.O. 1990, c.A.19. Information Maintained: Name, OHIP number, address, air and land carriers, amount paid/reimbursed, date of service, diagnosis, names of hospitals. Uses: Review ambulance claims; provide a record of payment. Users: Emergency Health Services Branch. Individuals in Bank: Patients transferred by air and out-of-province land ambulance. Retention and Disposal: Ten years, then destroyed.

#### Ambulance Response Information System (ARIS) - Emergency Details

Location: Emergency Health Services Branch. Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, Reg. 19, Part VI, 37. (R.R.O. 1990, Reg. 19, s.37.). Information Maintained: Name, address, illness, nature and cause of injury, patient condition and change in condition, time sequencing of the ambulance call. Uses: Record and control movement of ambulance vehicles to patient pickup location; provide time sequencing; provide legal documentation; compile statistics. Users: Emergency Health Services Branch officials, physicians, hospital billing departments. Individuals in Bank: Patients treated or transported by the Ontario ambulance system. Retention and Disposal: Ten years, then destroyed. (under review).

#### Ambulance Services - Budgets and Settlements

Location: Emergency Health Services Branch. Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, Reg. 19, Part VI, 28-36. (R.R.O. 1990, Reg. 19, s.36.). Information Maintained: Name, address, approval, budget requests, financial data, year-end expenditure statements. Uses: Ensure ambulance operators operating within approved budgets. Users: Ambulance Services inspectors, licensing officials. Individuals in Bank: Ambulance



service operators.Retention and Disposal: Ten years, then destroyed; select files to archives.

## Ambulance Services - Human Resources Inventory

Location: Emergency Health Services Branch.Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, Reg. 19, Part VI, 26. (R.R.O. 1990, s.26.).Information Maintained: Name, Ontario Ambulance Service Information System (OASIS) employee number, date hired, driver's licence number and class code, immigration status, pertinent academic qualifications and renewal dates, sex.Uses: Research and planning related to the development of Ambulance Services and dispatch centres; ensure academic qualifications are in compliance with legislation.Users: Emergency Health Services Branch.Individuals in Bank: Employees of the Ontario ambulance system.Retention and Disposal: Not determined.

## Ambulance Services - Investigation Reports, Inquiries, Complaints

Location: Emergency Health Services Branch.Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, O.Reg. 19, Part VI, 27. (R.R.O. 1990, Reg. 19, s.27.).Information Maintained: Name, evidence, exhibits, investigation documents, statements.Uses: Document inquiries and complaints; make recommendations for legal purposes.Users: Emergency Health Services.Individuals in Bank: Citizens laying complaints about ambulance or dispatch services.Retention and Disposal: Ten years after issue resolved, then destroyed.

## Ambulance Services - Service Profile

Location: Emergency Health Services Branch.Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, s.3, s.4 and s.5; R.R.O. 1990, Reg. 19, s.7.Information Maintained: Name, address, application for licence renewal, articles of incorporation, copy of licence, letters patent, list of board members.Uses: Process licences to operate an ambulance service; invoicing.Users: Emergency Health Services Branch.Individuals in Bank: Licensed ambulance services.Retention and Disposal: Seven years, then destroyed; select files to archives.

## Critical Care Patients - Transfer Files

Location: Emergency Health Services Branch.Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6; Ambulance Act, R.S.O. 1990, c.A.19.Information Maintained: Name, age, date of transfer, medical assessment prior to and during transfer, medical condition, physician's treatment, referring and receiving hospitals, sex.Uses: Provide physicians with data on patient and treatment prior to arrival at receiving hospital; compile statistics.Users: Ambulance services officials, attending physicians.Individuals in Bank: Patients using the ministry's air ambulance.Retention and Disposal: Ten years, then destroyed.

## Emergency Medical Care Assistants (EMCA)

Location: Emergency Health Services Branch.Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, Reg. 19, Part IV, 12 and 13. (R.R.O. 1990, Reg. 19, s.13).Information Maintained: Name, address, appeals, certificate, education examination, proof of completion of requirements to take the exam,

results.Uses: Verify that requirements for certification are met; evaluate credentials.Users: Education Services manager, certification administrator, Education and Quality Assurance Program coordinator, Inspection and Investigation Services manager.Individuals in Bank: Students and Emergency Health Services Branch staff applying for certification as Emergency Medical Care Assistants.Retention and Disposal: Not determined.

## Fundamentals of Casualty Care (FCC)

Location: Emergency Health Services Branch.Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, Reg. 19, Part IV, 12 and 13. (R.R.O. 1990, Reg. 19 s.13).Information Maintained: Name, address, education, examination results, marking sheets and results, copy of certificate.Uses: Verify completion of course; recertify staff; evaluate credentials.Users: Education Services manager, Education and Quality Assurance Program coordinator, Inspection and Investigation Services manager.Individuals in Bank: Persons employed in Ambulance Services prior to August 1, 1975, and exempted from the requirement to be certified as an Emergency Medical Care Assistant.Retention and Disposal: Not determined.

## Incident Reports and Vital Signs Absent Reports

Location: Emergency Health Services Branch.Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, s.32; R.R.O. 1990, Reg. 19.Information Maintained: Name, sex, address, equipment deficiencies, interferences in the provision of ambulance services, record of unusual occurrences, suspicious circumstances, unusual delays.Uses: Document situations where corrective action maybe required or where loss of life has occurred due to unusual or suspicious circumstances.Users: Emergency Health Services Branch officials, ambulance and dispatch operators, managers, Ontario Provincial Police.Individuals in Bank: Ambulance and dispatch services staff involved in the situation.Retention and Disposal: Ten years, then destroyed.

## Licenses - Revocation and Appeals Files

Location: Emergency Health Services Branch.Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, s.11; Health Facilities Special Orders Act, R.S.O. 1990, c.H.5.Information Maintained: Name, address, data concerning non-compliance with Ambulance Act.Uses: Documents grounds for licence revocation.Users: Ambulance services officials, Ontario Provincial Police.Individuals in Bank: Ambulance service operators subject to investigations leading to licence revocation proceedings.Retention and Disposal: Ten years, then destroyed.

## **Long-Term Care Division**

Long-Term Care Division is responsible for managing the integration of health and social services programs in a decentralized structure aimed at the elderly and people with physical disabilities, as well as the implementation of the government's long-term care redirection plan. Fourteen area offices have been established across the province. They will



work with local organizations, Ministry of Community and Social Services area offices and District Health Councils to plan the local implementation of the long-term care redirection. These offices will also be responsible for program coordination, financial management and service monitoring.

### General Classes or Types of Records

Hospital Building Projects - Grants and Financial Assistance  
Independent Health Facilities - Fund, Licence, Quality Assurance, Inspection  
Industrial Therapy Contracts and Records  
Nursing Homes - Case Information (including inspections and licence renewals)  
Nursing Homes - Complaint Register and Reports  
Nursing Homes - Incident Reports  
Nursing Homes - Plans and Specifications  
Nursing Homes - Query System  
Physical Activity Promotion Program Records  
Physicians' Correspondence Proposals for Nursing Home Beds  
Placement Coordination Services Program

### Manuals

Compliance Management Program Manual (outlines standards and criteria for monitoring nursing home residents care and services)

### Personal Information Banks

#### Homes for the Aged - Investigation Reports (complaints and incidents)

Location: Long-Term Care Division.Legal Authority: Homes for the Aged and Rest Homes Act, R.S.O. 1990, c.H.13; Charitable Institutions Act, R.S.O. 1990, c.C.9.Information Maintained: Reviews and interviews, reports from investigating MCSS staff. May contain medical history, records.Uses: Regional directors.Users: Director, manager, corporate staff, area managers, program supervisors.Individuals in Bank: Residents and staff of homes for the aged involved in serious incidents or complaints.Retention and Disposal: Retained in local area office seven years, then destroyed if resident known to be deceased; 20 years, then destroyed if resident living.

#### Integrated Homemaker Information System

Location: Long-Term Care Division.Legal Authority: Homemakers and Nurses Services Act, R.S.O. 1990, c.H.10.Information Maintained: Name, address, provider of the service, telephone number, type of service received.Uses: Record recommendations to improve quality of services; ensure compliance with legislation; provide history of ambulance service performance.Users: Local Home Care directors and case managers, Long-Term Care Division, IHP coordinator, analysts and auditor.Individuals in Bank: Individuals admitted to local Integrated Homemaker Programs.Retention and Disposal: Five years, then destroyed.

#### Nursing Homes - Complaints Register

Location: Long-Term Care Division.Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7.Information Maintained: Date of licensing and name of nursing home, complainant's name, nature of complaint and mode, date given to inspector, date of investigation, inspector's name and findings.Uses: Compile statistics.Users: Regional supervisors, inspectors, director, manager, administrative assistant, coordinators.Individuals in Bank: Nursing home staff, residents and residents' representatives.Retention and Disposal: Head office files - 50 years, then destroyed; regional offices' files - 2 years, then destroyed.

#### Nursing Homes - Incident Reports

Location: Long-Term Care Division.Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7.Information Maintained: Records of injury, medication and treatment errors, incidents of assault and fire, cases of communicable disease, cases of death resulting from an accident or undetermined cause.Uses: Alert Nursing Homes Program staff to incidents requiring investigation; provide statistics.Users: Director, manager, administrative assistant, regional supervisors, inspectors, coordinators.Individuals in Bank: Residents and staff of nursing homes involved in incidents.Retention and Disposal: Two years, then destroyed.

#### Nursing Homes - Investigation Reports (complaints and incidents)

Location: Long-Term Care Division.Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7.Information Maintained: May contain patient's records and medical history. Reviews, interviews, records, reports resulting from Nursing Homes Program staff investigation.Uses: Alert Nursing Homes Program staff to incidents which may require enforcement action; provide statistics.Users: Director, manager, administrative assistant, regional supervisors, inspectors, coordinators.Individuals in Bank: Residents and staff of nursing homes involved in serious incidents or complaints.Retention and Disposal: Head office files - 50 years, then destroyed; regional offices' files - 2 years, then destroyed.

#### Nursing Homes - Licence Files

Location: Long-Term Care Division.Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7.Information Maintained: Name and address of licensee, name and address of nursing home, names and addresses of officers and directors of company.Uses: Licensing.Users: Director, manager, coordinators, Licensing Officer of Nursing Homes Program.Individuals in Bank: Licensee, officers and directors of nursing homes.Retention and Disposal: Fifty years, then destroyed.

#### Nursing Homes - Residents' Files (closed nursing homes)

Location: Long-Term Care Division.Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7.Information Maintained: Name, age, billing and other accounting information, diagnoses, examinations, medical and drug history of resident, physician's orders and progress notes.Uses: Investigations and

statistics. Users: Director, manager, regional supervisors, coordinators, administrative assistant, inspectors and investigators from Coroner's Office. Individuals in Bank: Discharged or deceased residents of closed nursing homes. Retention and Disposal: Files of deceased/discharged residents - 5 years in nursing home, then transferred to archives; subject to archival selection.

## **In-Home Services Branch**

This branch provides community services through the Ministry of Health, Long-Term Care Division. These include Home Care, School Health Support Services, Integrated Homemaker Program and Placement Coordination Services.

In addition, the branch also develops operational policies and provides advice on the development of policies, program design, regulations and communication of policies.

### **General Classes or Types of Records**

Extended Health Care - Reviews by Medical Eligibility Committee

### **Manuals**

Ontario Home Care Administrative System User Guide  
Ontario Home Care Policies and Procedures Manual  
Ontario Home Care Program Financial Manual

### **Personal Information Banks**

Ontario Home Care Administration System (J401 AND J404)

Location: In-Home Services Branch. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6; R.R.O. 1990, Reg. 552. Information Maintained: Name, address, provider of the service, telephone number, type of service received. Uses: Monitor the type and amount of service provided; ensure all cases receive services within the mandate of the program. Users: Local Home Care Program directors and case managers, Ministry of Health Home Care Program consultants, coordinator and auditors. Individuals in Bank: Individuals admitted to local Home Care Program. Retention and Disposal: Three months in office, 1 year in the Records Centre. Year-end reports are transferred to archives and kept for 10 years.

## **Home Care Program**

The Home Care Program provides services at the community level on a visitation basis to patients who are referred by their physicians and who meet the eligibility criteria. The basic criterion is requirement of a professional service such as nursing, physiotherapy, occupational therapy or speech therapy. Patients may also be eligible for additional services including nutritional counselling, medical social work, drugs, medical supplies and equipment, or homemaking. The two components of Home Care, acute and chronic, are available throughout the province.

### **General Classes or Types of Records**

Approved Homes  
Approved Homes - Certification  
Home Care Program - Correspondence and Financial Information  
Homes for Special Care Program  
Homes for Special Care Program - Licensing  
Homes for Special Care Program - Policy and Procedures

### **Manuals**

Approved Homes  
CHC Program Resource Manual

## **Integrated Homemaker Program**

The Integrated Homemaker Program is administered through the Home Care Program, providing homemaking and personal care services to assist the frail, elderly and adult disabled to remain in their own homes, in the community, or to allow them to return home from a hospital or other institution.

The basic eligibility is assessed on the individual's need for homemaking services and neither a financial nor medical test/referral is required.

### **Manuals**

Integrated Homemaker Information System - User Manual

### **Personal Information Banks**

Integrated Homemaker Information System

Location: Integrated Homemaker Program. Legal Authority: Homemaker and Nurses Services Act and Regs., R.S.O. 1990, Reg. 499. Information Maintained: Type of service received. Uses: Monitor the type and amount of service provided to ensure all cases receive services within the mandate of the program. Users: Local Home Case Program Directors, Case Managers, Ministry of Health Home Care Program Consultants and Financial Officer, coordinators and auditors. Individuals in Bank: Individuals admitted to the local JHP Program. Retention and Disposal: Three months in the office. One year in the Records Centre. Year-end reports are transferred to the archives and kept for 10 years.

## **Placement Coordination Services**

Placement Coordination Services (PCS), started in 1979 and totally funded by the ministry, provides a single channel to help people requiring placement in long-term care facilities obtain suitable accommodation and appropriate services. A placement coordination service may be sponsored locally by any non-profit planning or service agency. Sponsoring groups must obtain written agreement from the majority of local hospitals, nursing homes and homes for the aged, signifying their participation before a program can be funded by the ministry. Further



information can be obtained by writing to the program or by contacting one of the local services.

## Manuals

Placement Coordination Services Policies and Procedures Manual

## School Health Support Services

School Health Support Services provides nursing, physiotherapy, speech therapy, occupational therapy and nutritional counselling on a visitation basis to children in public schools (as defined by the Education Act), when treatment outside the school setting would disrupt the child's educational program. Referrals should be made to the nearest local Home Care Program.

## Manuals

Same as the Home Care Program

## Residential Services Branch

The Residential Services Branch administers policies and programs relating to the operation of provincially funded long-term care facilities (i.e., nursing homes and homes for the aged).

For nursing homes, the branch monitors compliance, investigates serious incidents and all complaints and issues licences to ensure legislated standards of Nursing Homes Act, 1990 and Regulation 832 are met, and care is provided in accordance with residents' needs. Nursing homes are operated either by for-profit or by non-profit organizations. Construction plans for new nursing homes must be approved through the branch.

Homes for the aged are operated either by municipalities or by non-profit charitable organizations. In accordance with legislative amendments under Bill 101, Residential Services Branch will also monitor compliance with the Homes for the Aged and Rest Homes Act, 1990, and Regulation 637, and the Charitable Institutions Act, 1990, and Regulation 69. In addition, branch staff will investigate serious incidents and all complaints in homes for the aged.

## General Classes or Types of Records

Home for the Aged - Case Information  
Home for the Aged - Complaint Reports  
Home for the Aged - Incident Reports  
Nursing Homes - Case Information (including inspections and licence renewals)  
Nursing Homes - Complaint Register and Reports  
Nursing Homes - Incident Reports  
Nursing Homes - Plans and Specifications  
Nursing Homes - Query System  
Physicians' Correspondence Proposals for Nursing Home Beds

## Manuals

Compliance Management Program Manual  
Long-Term Care Facility Manual

## Personal Information Banks

### Homes for the Aged - Incident Reports

Location: Residential Services Branch.Legal Authority: N/A.Information Maintained: None.Uses: N/A.Users: N/A.Individuals in Bank: N/A.Retention and Disposal: N/A.

### Homes for the Aged - Investigation Report

Location: Residential Services Branch.Legal Authority: Homes for the Aged and Rest Homes Act, R.S.O. 1990, c.H.13; Charitable Institutions Act, R.S.O. 1990, c.C.9.Information Maintained: Reviews and interviews, reports from investigating MCSS staff.Uses: Record investigations of complaints or incidents.Users: Director, Manager, corporate staff, area managers, program supervisors.Individuals in Bank: Residents and staff or homes for the aged involved in serious incidents or complaints.Retention and Disposal: Retained in local area office seven years, then destroyed if resident known to be deceased; 20 years, then destroyed if resident living.

### Nursing Homes - Complaints Register

Location: Residential Services Branch.Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7.Information Maintained: Nature of complaint and mode.Uses: Compile statistics.Users: Regional supervisors, inspectors, director, manager, administrative assistant, coordinators.Individuals in Bank: Nursing home staff, residents and residents' representatives.Retention and Disposal: Head office files - 50 years, then destroyed; regional offices' files - 2 years then destroyed.

### Nursing Homes - Incident Reports

Location: Residential Services Branch.Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7.Information Maintained: Record of injury, medication and treatment errors, incidents of assault and fire, cases of communicable disease, cases of death resulting from an accident, cases of death from undetermined cause.Uses: Alert Nursing Homes Program staff to incidents requiring investigation; provide statistics.Users: Director, manager, administrative assistant, regional supervisors, inspectors, coordinators.Individuals in Bank: Residents and staff of nursing homes involved in incidents.Retention and Disposal: Two years, then destroyed.

### Nursing Homes - Investigation Reports (complaints and incidents)

Location: Residential Services Branch.Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7.Information Maintained: Reviews, interviews, reports resulting from Nursing Homes Program staff investigation.Uses: Alert Nursing Homes Program staff to incidents which may require enforcement action; provide statistics.Users: Director, manager, administrative assistant, regional supervisors, inspectors, coordinators.Individuals in Bank: Residents and staff of nursing



homes involved in serious incidents or complaints. Retention and Disposal: Head office files - 50 years, then destroyed; regional offices' files - two years, then destroyed.

#### Nursing Homes - Licence Files

Location: Residential Services Branch. Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7. Information Maintained: Names and addresses of officers and directors of company. Uses: Licensing. Users: Director, Manager, coordinators, Licensing Officer of Nursing Homes Program. Individuals in Bank: Licensee, officers and directors of nursing homes. Retention and Disposal: Fifty years, then destroyed.

#### Nursing Homes - Residents Files

Location: Residential Services Branch. Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7. Information Maintained: Name, age, medical and drug history of resident, examinations, diagnoses, physician's orders and progress notes, billing and other accounting information. Uses: Investigations and statistics. Users: Director, manager, regional supervisors, coordinators, administrative assistant, inspectors and investigators from Coroner's Office. Individuals in Bank: Discharged or deceased residents of closed nursing homes. Retention and Disposal: Files of deceased/discharged residents - five years in nursing home, then transferred to archives; subject to archival selection.

## Agencies

### Advisory Committee On Genetic Services

The committee examines and makes recommendations on genetic services, rationalization and coordination of services, access to quality care, staffing requirements and financing.

### Advisory Committee On Screening for Inherited Diseases In Infants

The committee provides advice on newborn screening, case findings, diagnoses and treatment programs for children with inborn errors of metabolism. It makes recommendations on programs for the prevention of mental retardation caused by these diseases.

#### Manuals

Revised Guidelines for Newborn Screening for Phenylketonuria and Congenital Hypothyroidism

### Chiropody (PODIATRY) Review Committee

The Chiropody (Podiatry) Review Committee makes recommendations to the General Manager of OHIP on disputed claims under the Health Insurance Act and reports on other matters referred to it.

### Chiropractic Review Committee

The committee makes recommendations to the General Manager of OHIP on disputed claims under the Health Insurance Act and reports on other matters referred to it.

### Dentistry Review Committee

The committee makes recommendations to the General Manager of OHIP on disputed claims under the Health Insurance Act and reports on other matters referred to it.

### Denture Therapists Appeal Board

The board hears appeals of decisions made by the Governing Board of Denture Therapists concerning the registration of members and complaints from members or the public.

#### Personal Information Banks

#### Denture Therapists Appeal Board Reviews and Hearings

Location: Denture Therapists Appeal Board. Legal Authority: Denture Therapists Act, R.S.O. 1990, c.D.7, s.13. Information Maintained: Name, address, decisions and reasons. Uses: Review registration; hear complaints and appeals. Users: Denture Therapists Appeal Board and Health Boards Secretariat staff. Individuals in Bank: Denture therapists, complainants, appellants, individuals involved in reviews or hearings of the board. Retention and Disposal: Five years, then transferred to archives.

### Drug Quality and Therapeutics Committee

The committee provides expert advice to the Minister on the operation of Ontario's Drug Benefit Program and related pharmaceutical and pharmacological matters. It evaluates drug products for listing, makes recommendations regarding the interchangeability of drug products and educational/scientific material for health professionals and the public, and facilitates communication between the ministry and professional organizations.

#### Manuals

Drug Quality and Therapeutics Committee Administrative Guidelines

### Healing Arts Radiation Protection (HARP) Commission

The Healing Arts Radiation Protection (HARP) Commission ensures that Ontario residents' exposure to radiation from medical X-ray sources is as low as possible, consistent with the production of high quality diagnostic images.

Established under the provisions of the HARP Act, the commission advises the Minister of Health on matters relating to X-ray safety, and approves training courses for all personnel involved in the use of medical X-rays. Seven advisory

committees representing the disciplines of chiropractic medicine, dentistry, medical radiology, physics, podiatry radiological technology and radiation therapy assist the commission in developing regulations and guidelines to ensure the safe use of X-rays.

Activities and information on the creation of the Commission, and its advisory committees, are detailed in the Commission's Annual Report.

### General Classes or Types of Records

Advisory Committees (chiropody (podiatry), chiropractic, dentistry, medical radiology, physics, radiological technology) - Minutes  
HARP Commission - Minutes

### Manuals

Healing Arts Radiation Protection Guidelines

## Health Care Systems Research Review Committee

The committee reviews applications for research funding. It supports innovative health-care projects on cost-effective services, programs and delivery systems, research into the population's health status and studies on the quality of education in the health professions. The committee recommends the level and duration of funding and assesses the quality and significance of proposals and final reports according to established criteria based on scientific merit and relevance.

## Health Disciplines Board

The board hears appeals of decisions made by the College of Physicians and Surgeons, the Royal College of Dental Surgeons, the College of Nurses, the College of Optometrists, the College of Pharmacists and the College of Veterinarians concerning the registration of and complaints against members.

### Personal Information Banks

#### Health Disciplines Board Reviews and Hearings

Location: Health Disciplines Board. Legal Authority: Health Disciplines Act, R.S.O. 1990, c.H.4, s.6. Information Maintained: Name, address, decisions and reasons. Uses: Hear complaints; review registrations. Users: Health Disciplines Board and Health Boards Secretariat staff. Individuals in Bank: Complainants, appellants, physicians, dentists, nurses, pharmacists and optometrists requesting registration in the above professions. Retention and Disposal: Five years, then transferred to archives.

## Health Facilities Appeal Board

The board holds hearings under the Ambulance Act, the Private Hospitals Act, the Health Facilities Special Orders Act, the

Healing Arts Radiation Protection Act and the Independent Health Facilities Act.

### Personal Information Banks

#### Health Facilities Appeal Board Hearings

Location: Health Facilities Appeal Board. Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, s.10. Information Maintained: Name, address, decisions and reasons. Uses: Hearings of the Board. Users: Board members, Health Boards Secretariat staff. Individuals in Bank: Appellants appealing orders under the Ambulance Act, the Health Facilities Special Orders Act, the Healing Arts Radiation Protection Act, the Private Hospitals Act and the Independent Health Facilities Act. Retention and Disposal: Five years, then transferred to archives.

## Health Professions Regulatory Advisory Council

The Health Professions Regulatory Advisory Council provides ongoing advice to the Minister of Health on whether unregulated professions should be regulated; whether regulated professions should no longer be regulated; suggested amendments to the Act, a health profession Act, or a regulation under the Act; matters concerning the quality assurance programs undertaken by colleges; and any matter relating to the regulation of health professions referred to it by the minister. The council will also be responsible for monitoring each College's patient relations program and advising the minister about its effectiveness.

## Health Protection Appeal Board

The board hears appeals of orders of medical officers of health and public health inspectors under the Health Protection and Promotion Act and the Immunization of School Pupils Act.

### Personal Information Banks

#### Health Protection Appeal Board Hearings

Location: Health Protection Appeal Board. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7, s.47. Information Maintained: Name, address, decisions and reasons. Uses: Conduct board hearings. Users: Board members, Health Boards Secretariat staff. Individuals in Bank: Appellants appealing orders of the medical officers of health or public health inspectors under the Health Promotion Act and the Immunization of School Pupils Act. Retention and Disposal: Five years, then transferred to archives.

## Health Research Personnel Committee

The committee reviews applications for funding of individuals who are training or beginning careers in clinical or community health research. It recommends suitable candidates for awards based on criteria that include a candidate's merit, the relevance



of the research program to career plans and a university's need for the candidate's research expertise.

## **Health Services Appeal Board**

The board hears appeals of decisions made by the General Manager of OHIP concerning practitioners' billing practices, payment of subscribers' claims and requests for enrolment or continued enrolment. It conducts reviews under the authority of the Health Insurance Act, R.S.O. 1990, c.H.6, s.8; Health Care Accessibility Act, R.S.O. 1990, c.H.3, s.5; and the Independent Health Facilities Act, s.36.

### **Personal Information Banks**

#### Health Services Appeal Board Hearings

Location: Health Services Appeal Board. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6, s.8, Independent Health Facilities Act, R.S.O. 1990, c.I.3, s.36. Information Maintained: Name, judgment and reasons. Uses: Conduct board hearings. Users: Board members, Health Boards Secretariat staff. Individuals in Bank: Health practitioners, independent health facility operators and OHIP subscribers. Retention and Disposal: Five years, then transferred to archives.

## **Health System-Linked Research Units Grants Review Committee**

The committee reviews applications for health system-linked research units based on the merit of the research team, the suitability of the research environment, scientific merit, relevance of research plans and the strength of the link with a partner agency in the health care system. It makes recommendations on both applications and the program generally.

## **Hospital Appeal Board**

The board hears appeals of decisions made by hospital boards concerning the appointment of medical staff.

### **Personal Information Banks**

#### Hospital Appeal Board Hearings

Location: Hospital Appeal Board. Legal Authority: Public Hospitals Act, R.S.O. 1990, c.P.40, s.40. Information Maintained: Name, judgment and reasons. Uses: Conduct board hearings. Users: Board members, Health Boards Secretariat staff. Individuals in Bank: Physicians appealing orders of hospital boards denying, altering, restricting or revoking privileges. Retention and Disposal: Five years, then transferred to archives.

## **Laboratory Review Board**

Under the authority of the Laboratory and Specimen Collection Centre Licensing Act, the board reviews proposals to refuse, suspend, revoke or impose conditions on laboratory licences.

### **Personal Information Banks**

#### Laboratory Review Board Hearings

Location: Laboratory Review Board. Legal Authority: Laboratory and Specimen Collection Centre Licensing Act, R.S.O. 1990, c.L.1, s.7. Information Maintained: Name, terms or conditions on licences, decisions and reasons. Uses: Conduct board hearings. Users: Board members, Health Boards Secretariat staff. Individuals in Bank: Licensees appealing orders under the Health Facilities Special Orders Act revoking, rejecting or restricting their licenses. Retention and Disposal: Five years, then transferred to archives.

## **Medical Eligibility Committee - Health Insurance**

The committee reviews disputes concerning decisions of the General Manager of OHIP on the medical necessity of a hospital or health facility service. The committee recommends whether or not the General Manager should order payment for such service. The Provider Services Branch of the Health Insurance Division provides secretariat services to the committee.

### **General Classes or Types of Records**

Appeals Processing and Procedures

Committee Membership

Memorandum of Understanding of Members of Committee

### **Personal Information Banks**

#### Medical Eligibility Committee Reviews

Location: Medical Eligibility Committee - Health Insurance. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6, s.7 and s.19. Information Maintained: Name, health number, OHIP number, address, medical information, subject category of decision being disputed, committee decision, type of appeal, financial information, notice of appeal. Uses: Enable committee to judge whether or not medical services in a hospital or extended care facility or ambulance services are medically necessary and should be insurable services; provide case information to Health Services Appeal Board; monitor program; provide statistics; respond to ministry inquiries about specific cases. Users: Medical Eligibility Committee members, secretary, Ministry of Health program staff. Individuals in Bank: Insured persons or their physicians requesting referral to the committee. Retention and Disposal: Not determined.

## **Medical Personnel Selection Committee**

This committee selects and approves graduate physicians for the establishment of practice grants or contracts of service. The committee also selects and approves medical students for the medical bursary program.



## Medical Review Committee - Health Insurance

The committee makes recommendations to the General Manager of OHIP on disputed claims under s.5 of the Health Insurance Act, R.S.O. 1990, c.H.6, and reports on other matters referred to it.

reviews; preparation for appeals.Users: Board members, administrative staff and appellate courts.Individuals in Bank: Psychiatric patients.Retention and Disposal: Not determined.

## Nursing Homes Review Board

As authorized by the Nursing Homes Act, the Nursing Homes Review Board hold hearings concerning licence disputes and reviews decisions affecting nursing homes under the Health Facilities Special Orders Act.

### Personal Information Banks

#### Nursing Homes Review Board Hearings

Location: Nursing Homes Review Board.Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7, s.14.Information Maintained: Name, address of licensee, decisions and reasons.Uses: Conduct board hearings.Users: Board members, Health Boards Secretariat staff.Individuals in Bank: Licensees appealing orders revoking, refusing or denying renewal of licences including revocations under the Health Facilities Special Orders Act.Retention and Disposal: Five years, then transferred to archives.

## Optometry Review Committee

The committee makes recommendations to the General Manager of OHIP on disputed claims under the Health Insurance Act and reports on other matters referred to it.

## Osteopathy Review Committee

The committee is responsible for recommendations to the General Manager of OHIP on disputed claims under the Health Insurance Act and for reporting on other referrals.

## Professional Services Management Committee

The committee contracts qualified medical and dental practitioners and determines their salaries and terms of employment.

## Review Board Under the Mental Health Act

The board holds hearings and reviews concerning patients of psychiatric facilities.

### Personal Information Banks

#### Review Board Hearings - Psychiatric Patients

Location: Review Board Under the Mental Health Act.Legal Authority: Mental Health Act, R.S.O. 1990, c.M.7, s.37.Information Maintained: Name, clinical and legal information, decision of board.Uses: Record board hearings and

# MINISTRY OF HOUSING

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## Head

Minister of Housing  
10th Floor, 777 Bay Street  
Toronto, Ontario  
M5G 2E5  
(416) 585-7111

## Access

Freedom of Information and Privacy Coordinator  
Administrative Services Branch  
Ministry of Housing  
2nd Floor, 777 Bay Street  
Toronto, Ontario  
M5G 2E5  
(416) 585-7663



A public reading room for the review of manuals and other information is open during regular office hours on the second floor at 777 Bay Street, Toronto.

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The Ministry of Housing is responsible for strategies to help meet the need for affordable housing, while encouraging the conservation of existing accommodation. Through the Ontario Housing Corporation, the ministry provides rent-geared-to-income for low-and moderate-income households. Ministry staff work with non-profit and cooperative housing organizations, the private sector, other ministries and levels of government to develop private and municipal non-profit and cooperative housing. The Ministry of Housing provides financial assistance for the rehabilitation of the existing housing stock and the modification of housing to meet the needs of disabled persons.

The ministry also administers rent control legislation, and ensures safe and efficient building in Ontario through the administration of the Ontario Building and Plumbing Codes.

## Deputy Minister's Office

### General Classes or Types of Records

Associations  
Committees  
Councils, Boards

## Communications Branch

The Communications Branch provides information and communications services to both the Ministry of Housing and the Ministry of Municipal Affairs.

French Language Services provides advice on the planning and implementation of programs and services in French by the Ministry of Housing and local housing authorities, and coordinates and monitors the delivery of French language services. It also provides translation services and administers a French language training program.

## Corporate Resources Management Division

The Corporate Resources Management Division supports and advises the Ministry of Housing and the Ministry of Municipal Affairs, and their agencies, boards and commissions, in achieving program objectives by developing management policies and processes, setting administrative standards, delivering corporate support services, and providing ongoing advice on a range of management and work forces activities.

### General Classes or Types of Records

ADM - Corporate Resources Management, Correspondence File

## Administrative Services Branch

The Administrative Services Branch provides management services, purchasing, accommodation, support to agencies and the Ontario Housing Corporation, and the administration of Freedom of Information and Protection of Privacy legislation.

The Purchasing Services Section (416-585-6855) serves the Ministry of Housing and Ministry of Municipal Affairs and their agencies in the procurement of goods and services, fleet and insurance management, and coordination and administration of public tenders.

Facilities Management Section (416-585-6871) serves both the Ministry of Housing and Ministry of Municipal Affairs by providing office accommodation and design services, telephone services and leasing. The section liaises with the Management Board Secretariat to coordinate common services.

Information Access Section (416-585-7232) provides forms/records and manuals management to both Ministry of Housing and Ministry of Municipal Affairs. The section is also responsible for the library located at 777 Bay St., 2nd Floor. The Library operates a Freedom of Information Reading Room, which provides public access to publications, statutes and ministry manuals, listed in the Freedom of Information and Protection of Individual Privacy Directory of General Records. The section administers for Ministry of Housing, Freedom of Information access requests and appeals, and provides advice on the Freedom of Information and Protection of Privacy Act.

The Agency Services Section (416-585-6521) provides agency administration services to the Ministry of Housing, Ontario

Housing Corporation and Ontario Land Corporation, including meeting administration, agenda preparation and minute taking; and prepares, executes and maintains resolutions, bylaws and agreements for the Ministry of Housing's Crown Corporations; training and orientation of board members; as well as conducts outreach recruitment activities, processes applications and assists in the selection of public appointments to the Ministry of Housing's agencies, boards and commissions, including the 56 local housing authorities.

The branch also provides support services including printing, duplications warehousing and mail services to both Ministry of Housing and Ministry of Municipal Affairs.

#### **Common Records**

Freedom of Information and Protection of Privacy Act Requests  
Library Users Lists  
Parking Records  
Workplace Discrimination and Harassment Prevention Program

#### **General Classes or Types of Records**

Board of Directors Meeting Minutes

#### **Manuals**

Administrative (Housing)  
Administrative (Municipal Affairs)

#### **Personal Information Banks**

##### Agencies, Boards and Commissions - Administration Reports

Location: Administrative Services Branch. Legal Authority: Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30; Ontario Housing Corporation Act, R.S.O. 1990, c.O.21. Information Maintained: Name, address, record of per-diem and travel-expense compensation. Uses: Administration of board, agency or commission membership. Users: Finance, Human Resources, Legal and other staff, as required. Individuals in Bank: Members of the ministry's boards, agencies and commissions. Retention and Disposal: Not determined.

##### Ontario Housing Corporation (OHC) Debarred Companies List

Location: Administrative Services Branch. Legal Authority: Ontario Housing Corporation Act, R.S.O. 1990, c.o.21. Information Maintained: Individual's/company's name, correspondence regarding debarment. Uses: Communicate board decisions to affected companies/individuals. Users: Staff of Agency Services, Purchasing Services and OHC board of Directors. Individuals in Bank: Debarred companies/individuals. Retention and Disposal: Not determined.

#### **Audit Services Branch**

The Audit Services Branch assists the Deputy Minister and all levels of ministry management for the Ministry of Housing, Ministry of Municipal Affairs and their agencies in the effective discharge of their duties. This is accomplished by an

independent and objective evaluation of the effectiveness of controls, activities and processes, whereby management is provided with assurance that controls and processes are satisfactory or that improvements are necessary; for corrective action or improvement; advice on the adequacy of controls at the design stage of new systems and programs; and the relevance of program objectives where appropriate.

#### **General Classes or Types of Records**

Corporate Audit Reports (Housing, Ministry of Municipal Affairs, their Agencies).

#### **Financial Services Branch**

The Financial Services Branch provides financial management and accounting services related to all Ministry of Housing programs, including Ontario Housing Corporation. These services include accounts payable, receipt of revenue, formulation of policies and procedures relating to financial control, coordination of expenditure forecasting activities for capital and operating transfer payment programs, management of the annual resource allocation and estimates process, coordination of submissions to Treasury Board, Management Board and Orders-In-Council to Cabinet, and preparation of annual estimates and public accounts.

The branch also provides accounting-related services to the Ministry of Municipal Affairs such as accounts payable, receipt of revenue and advice related to financial control.

Other services provided by the branch include the coordination of housing-related, cost-sharing arrangements with the federal government, and the provision of accounting and banking services to 56 local housing authorities across the province.

Financial liaison with the Provincial Auditor and the Ministry of Finance is also provided by the branch.

#### **Common Records**

Travel/Expense Accounts

#### **General Classes or Types of Records**

Budget Services  
Financial Material

#### **Manuals**

OFIS Accounts Payable  
OFIS Budget  
OFIS Central Control  
OFIS Chart of Accounts  
OFIS Files and Tables  
OFIS General Ledger  
OFIS Rent  
OFIS Rent Batch  
OFIS Rent Supplement  
OFIS Terminal Operations



## Personal Information Banks

### Housing Authority Employees - Reports

Location: Financial Services Branch. Legal Authority: Ontario Housing Corporation Act, R.S.O. 1990, c.O.21. Information Maintained: Name, social insurance number, date of birth, insurance, pension, salary and classification information. Uses: Centralize information of the 56 housing authorities; facilitate the ministry's role as agent for these authorities. Users: Ontario Housing Corporation management, human resource and finance staff. Individuals in Bank: Employees of local housing authorities. Retention and Disposal: Not determined.

## Human Resources Branch

Human Resources Branch provides a full range of human resources services to the Ministry of Housing, the Ministry of Municipal Affairs and the local housing authorities throughout the province.

The services provided include redeployment, recruitment, employee advisory services, Workplace Discrimination and Harassment Prevention (WDHP) coordination, skills training, organization development and design, labour relations, grievance administration, health and safety advisory services and pay/benefits services. In addition, the branch is responsible for strategic human resources planning, and policy development and analysis.

In addition, the branch provides service to the Ontario Housing Corporation, its agencies and the local housing authorities as follows: employee advisory services, WDHP coordination, skills training, labour relations, grievance administration, pay/benefits services, and is responsible for strategic human resources planning and policy development analysis.

The branch is the ministry and Ontario Housing Corporation and the Local Housing Authorities liaison on human resources matters with the Civil Service Commission, Management Board Secretariat, Ontario Public Service Employees Union (OPSEU) and the Canadian Union of Public Employees (CUPE).

Metropolitan Toronto Housing Authority has its own Human Resources Branch to serve managers and staff of the authority (416-969-6300).

### Common Records

Central Attendance Recording System (CARS)  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications

Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Performance Management  
Workers' Compensation

### Manuals

Benefits - Crown Personnel  
Collective Agreement  
Crown Employee Management Compensation Plan  
Crown Employee Personnel  
Delegation of Authority  
HIPPS Payroll  
Human Resources Procedures

## Personal Information Banks

### Housing Authority Employees - Reports

Location: Human Resources Branch. Legal Authority: Ontario Housing Corporation Act, R.S.O. 1990, c.O.21. Information Maintained: None. Uses: Centralize information of the 58 housing authorities; facilitate the ministry's role as agent for these authorities. Users: Ontario Housing Corporation management, Human resources and Finance staff. Individuals in Bank: Employees of local housing authorities. Retention and Disposal: For duration of individual's employment, then destroyed.

## Information and Technology Services Branch

The Information and Technology Services Branch provides direction, advice and services to the Ministry of Housing and its agencies relating to information technology strategic plans, information technology needs for effective program delivery; the use of office technology and telecommunications; and technology planning and policy development in support of the ministry's business goals and program objectives. The branch liaises with the Management Board Secretariat's Computer and Telecommunication Services Division, and represents the Ministry at the Ontario Systems Council.

### General Classes or Types of Records

Ministry Information Technology Inventory

## Legal Services Branch

The Legal Services Branch provides legal services to the Ministry of Housing and its agencies and boards by providing legal opinions, advice and explanations; preparing legal documents, such as contracts, leases, banking and mortgage documentation; providing legal assistance in policy formulation and program delivery; drafting legislation and regulations; conducting prosecutions and overseeing or conducting litigation.

The section, serving the Metropolitan Toronto Housing Authority, is located at 365 Bloor St. E., 14th Flr., Toronto M4W 3L4, 416-969-6212. The section serving the Rent Review

Hearings Board is located at 77 Bloor St. W., 10th Flr., Toronto M5S 1M2, 416-314-0051.

## Common Records

### Litigation Files

## Housing Operations Division

The Housing Operations Division is responsible for the delivery of all not-for-profit housing, housing supply and rent control programs.

Ministry staff work with non-profit and cooperative housing organizations, the private sector, other ministries and other levels of government in the development of private and municipal non-profit and cooperative housing. Division staff also provide technical and tenant support services to the Ontario Housing Corporation, landlord of Ontario's public housing stock.

The division administers both the Rent Control Act, which regulates rent increases in private residential rental housing, and the Rental Housing Protection Act, which controls conversions and demolition of, and renovations and repairs to, rental accommodation. Information is also available through this division regarding the Landlord and Tenant Act, which governs other landlord/tenant matters such as eviction, privacy and maintenance responsibilities.

### General Classes or Types of Records

Administration - Program and Operational Procedures for Social Housing

## Housing Field Operations

Housing Field Operations is responsible for the delivery and administration of social and market housing programs across the province. Six regional offices, located in Hamilton, London, Ottawa, Toronto, Sudbury and Thunder Bay, provide technical, financial and administrative support to 56 local housing authorities and over 1,000 non-profit housing corporations and cooperatives.

The regional offices ensure the province-wide delivery and administration of various social and market housing programs, including Provincial Non-Profit Housing Programs; Low-Rise Rehabilitation Program (LRRP); Convert-to-Rent; Rent Supplement Program; Ontario Home Renewal Program for Disabled Persons (OHRP-D); Ontario Home Renewal Program in Unorganized Territories; and Federal/Provincial Rural Housing Program.

### General Classes or Types of Records

Community Housing User Management Information System  
Financial

Housing Reports and Statistics  
Non-Profit Tracking System  
Program Outlines  
Program and Operational Procedures for Social Housing

### Manuals

Applicant/Tenant Administration  
Appraisal Guidelines  
Building Conservation Management System, Inspection  
Conservation Specifications (vols. 1, 2 and 3)  
Federal/Provincial Non-Profit Administration  
Fire Log Book and Safety Plan  
Housing Authority Administration  
Index-Linked Mortgage Program  
Municipal Non-Profit Administration  
Municipal Non-Profit Development  
Occupational Health and Safety Administration  
Ontario Community Housing Assistance Program  
Planned Maintenance  
Rent Supplement  
Technical Guide for Family Housing  
Technical Guide for Senior Citizen Housing  
Technical Guide for Special Projects with Care Facilities

### Personal Information Banks

Consultants Hired by Ontario Housing Corporation  
Location: Housing Field Operations.Legal Authority: Ontario Housing Corporation Act, R.S.O. 1990, c.0.21.Information Maintained: Name, address, business details of professional consultants, contract terms and conditions.Uses: Record retention of consultants; record payments made; assist in performance appraisal.Users: Ministry financial, administrative and technical staff.Individuals in Bank: Consultants.Retention and Disposal: Seven years, then destroyed.

### Convert-to-Rent Program - Applicants

Location: Housing Field Operations.Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18; Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30.Information Maintained: Name, address and financial information, site meeting reports and construction reports, staff assessments.Uses: Determine eligibility for interest-free construction loans.Users: Program, regional staff and ministry auditors.Individuals in Bank: Applicants.Retention and Disposal: Seven years, then destroyed.

### Federal Non-Profit Housing Programs - P3000/3600/10000, jobsOntario Homes

Location: Housing Field Operations.Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18; Ministry of Municipal Affairs and Housing Act, S.O. 1990, c.M.30.Information Maintained: Name, address, financial information, staff assessments.Uses: Determine eligibility for financial assistance.Users: Regional Office staff, ministry auditors, Canada Mortgage and Housing Corporation.Individuals in



Bank: Applicants (non-profit groups). Retention and Disposal: Seven years, then destroyed.

Federal-Provincial Rural Housing Program (Ownership)

Location: Housing Field Operations. Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18; Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30; Ontario Housing Corporation Act, R.S.O. 1990, c.O.21. Information Maintained: Name, address, financial information, staff assessments. Uses: Determine appropriate cost-sharing with Canada Mortgage Housing Corporation. Users: Housing Field Operation staff, finance staff and ministry auditors. Individuals in Bank: Applicants (homeowners). Retention and Disposal: Seven years, then destroyed.

Federal-Provincial Senior Citizen Rural Housing Program

Location: Housing Field Operations. Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18, Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.O.21. Information Maintained: Name, Canada Mortgage and Housing Corporation-signed agreements, certificates of final costs, completion dates, construction starts, reports to Ontario Housing Corporation Board. Uses: Determine eligibility for funding. Users: Housing Field Operations, RHPO, LHA staff, ministry auditors. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then destroyed.

Low-Rise Rehabilitation Program

Location: Housing Field Operations. Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18; Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30. Information Maintained: Name, address, staff assessments. Uses: Determine eligibility for funding. Users: Regional Office staff, ministry auditors. Individuals in Bank: Applicants (landlords). Retention and Disposal: Seven years, then destroyed.

Ontario Home Renewal Program for Disabled Persons (OHRP-D)

Location: Housing Field Operations. Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18; Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30. Information Maintained: Name, address, financial data, staff assessments. Uses: Determine eligibility of homeowners to receive loans to make modifications to improve accessibility for disabled occupants. Users: Regional Office staff, ministry auditors. Individuals in Bank: Applicants (homeowners). Retention and Disposal: Seven years, then destroyed.

Ontario Home Renewal Program in Unorganized Territories

Location: Housing Field Operations. Legal Authority: N/A. Information Maintained: None. Uses: N/A. Users: N/A. Individuals in Bank: N/A. Retention and Disposal: N/A.

Portable Living for Seniors (PLUS) or "Granny Flats" Demonstration Project.

Location: Housing Field Operations. Legal Authority: Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30;

Ontario Housing Corporation Act, R.S.O. 1990, c.O.21. Information Maintained: Name, address, health and marital status, lot information, rent paid for unit. Uses: Administer the demonstration project; formulate, implement, and evaluate program and its policies. Users: Housing Field Operations staff. Individuals in Bank: Project participants, PLUS occupants and host families. Retention and Disposal: Seven years, then destroyed.

Rent Supplement Program

Location: Housing Field Operations. Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18; Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30; Ontario Housing Corporation Act, R.S.O. 1990, c.O.21. Information Maintained: Name, address of landlord, agreement, authorization to lease. Uses: Determine suitability of units offered by landlords. Users: Regional Office staff, housing authorities, finance staff and ministry auditors. Individuals in Bank: Landlord/applicant. Retention and Disposal: Seven years, then destroyed.

## **Convert-To-Rent Program**

The Convert-to-Rent program is designed to encourage the creation of moderate-cost rental apartments in single family homes. Interest-free loans of \$7,000 are made for each new rental unit produced.

Projects will not be eligible for the program if work begins prior to the Convert-to-Rent loan commitment.

The Convert-to-Rent program is administered through the ministry's Regional Housing Programs Offices. For further information, contact the local Regional Office (see Housing Field Operations).

## **General Classes or Types of Records**

Administration - Regional and Local  
Applications under the Residential Rent Regulation Act, 1986  
Circular Letters, Directives, Newsletters  
Home Planning Advisory Services  
Operational and Technical Standards

## **Federal/Provincial Rural Housing Program**

Assistance is provided for the acquisition and rehabilitation of existing family units or the construction of new family units in rural communities with populations of less than 2,500.

Mortgage payments are geared to household income under this home purchase program administered by the federal government.

Canada Mortgage and Housing Corporation, the federal agency, provides 75 percent and Ontario Housing Corporation supplies 25 percent of the funds for this program.



For further information, please contact the nearest Canada Mortgage and Housing Corporation Office, or the local Regional Office (see Housing Field Operations) for details.

#### **General Classes or Types of Records** Operational and Technical Standards

### **Non-Profit Housing Programs**

The Non-Profit Housing Programs provide a source of moderate cost housing for families, senior citizens, childless couples, single persons and persons with disabilities. These programs are designed to allow community-based sponsoring groups to create reasonably priced housing. Eligible sponsors are municipal and private non-profit corporations, non-profit housing cooperatives, churches, service clubs and other associations.

About 70 percent of the units created are allocated to people who cannot afford suitable accommodation. They pay rents based on their incomes (about 26 per cent of gross income) rather than on the size or type of units they require.

Under the Federal-Provincial Non-Profit Housing Program, subsidies are provided to the community-based sponsors by the provincial government, under a federal-provincial cost-sharing arrangement.

The Ontario Non-Profit Housing Programs are another source of subsidies provided to community-based sponsors by the provincial government. These programs include the 1991 Ontario Non-Profit Housing Program and jobsOntario Homes.

The above programs are administered by this ministry's Regional Offices (See Housing Field Operations). For information, contact the local Regional Housing Programs Office.

#### **General Classes or Types of Records**

Municipal Building Profile Program  
Operational and Technical Standards  
Property Management Support Programs  
Seniors' Retirement Community

#### **Manuals**

Federal/Provincial Non-Profit Administration  
Index-Linked Mortgage Program  
Municipal Non-Profit Administration  
Municipal Non-Profit Development  
Non-Profit Development  
Ontario Community Housing Assistance Program

### **Rent Supplement Program**

The Ontario Housing Corporation (OHC) and its local housing authorities work closely with the private sector in making

suitable rental accommodation available for households who pay rents according to their incomes.

Under the Rent Supplement Program, OHC pays landlords the difference between the tenants' geared-to-income rents and the full rental rate negotiated between OHC (or the local housing authority) and the landlords.

Prospective tenants are chosen from the local housing priority list for rent-geared-to-income housing. The landlord meets with local housing authority staff to discuss applications from prospective tenants. The applicant is then advised of the availability of the unit by the local housing authority, and leasing arrangements are made between the landlord and the prospective tenant.

The tenant signs a lease with the landlord who is responsible for the normal landlord/tenant relationships, such as rent collection, maintenance, repairs and services normally offered to all tenants in the building.

For further information, contact the local Regional Office (see Housing Field Operations).

#### **General Classes or Types of Records**

Education and Training Materials  
Operational and Technical Standards

### **Housing Programs Branch**

The branch designs programs and develops operational policy initiatives regarding the production, management and financing of social and market housing; evaluates and advises on current social housing programs and issues for the Ontario Housing Corporation, non-profit and cooperative housing and related housing sectors; and coordinates federal-provincial relations and sector liaison for the Housing Operations Division.

#### **General Classes or Types of Records**

Program Design and Operational Policy Development

### **Rent Control Programs**

Ontario's Rent Control Act limits the amount of rent increases in private residential rental accommodation throughout Ontario and offers protection to tenants against inadequate maintenance of their rental units. The main office of Rent Control Programs provides an inspection and maintenance protection program in areas without municipal, health, safety and occupancy bylaws. Through a network of 20 area rent control offices, Rent Control Programs resolves applications from landlords and tenants, provides education and information services and investigates and prosecutes illegal activities. Area offices also provide information on all landlord and tenant matters, including the Landlord and Tenant Act.

**General Classes or Types of Records**

Administration - Regional and Local Offices  
 Computer-Generated Reports  
 Connexion Newsletter  
 Education and Training  
 Financial  
 Housing Reports and Statistics  
 Mailing Lists  
 Public Literature

**Personal Information Banks**Mediation and Appeal Files Regarding Applications for Rent Reductions and Rebates.

Location: Rent Control Programs. Legal Authority: Residential Rent Regulation Act, R.S.O. 1990, C.r.29. Information Maintained: Names, addresses, documents re applications or appeals for rent reductions/rebates, financial information. Uses: Assist in mediation of applications for rent reductions or rebates. Users: Commission staff and the parties involved. Individuals in Bank: Applicants for rent reductions or rebates. Retention and Disposal: Eight years, then transferred to archives.

Submission From Landlords and Tenants Respecting Proposed Orders.

Location: Rent Control Programs. Legal Authority: Rent Control Act, 1992. Information Maintained: Name, documents on maintenance orders on rental housing, address, financial information. Uses: Determine whether or not to order repair work. Users: Board members and staff. Individuals in Bank: Individuals corresponding with inspectors/board/staff. Retention and Disposal: Not determined.

Tenants' Applications for Rent Reductions or Rent Rebates

Location: Rent Control Programs. Legal Authority: Residential Rent Regulation Act, R.S.O. 1990, c.R.29. Information Maintained: Names and addresses, applications for rent reductions or rent rebates, supporting financial data. Uses: Determine the lawful rent that may be charged; determine whether or not tenant is entitled to a rent rebate or reduction. Users: Commission members and staff, applicants, affected landlords. Individuals in Bank: Applicants for rent reductions or rebates. Retention and Disposal: Eight years, then transferred to archives.

Written Complaints From Tenants Respecting Maintenance

Location: Rent Control Programs. Legal Authority: Rent Control Act, 1992. Information Maintained: Name, address, complaint documentation, telephone number. Uses: Determine if property inspections are required. Users: Board members, staff, inspectors. Individuals in Bank: Tenants in residential rental units. Retention and Disposal: Not determined.

**Rent Registry**

As part of the Rent Control Act, 1992, the province-wide Rent Registry records the maximum rent for private residential rental units. This process involves annual updating of the rents filed by landlords in accordance with the rent control guideline or as a result of rent setting-orders.

Landlords were required to register complexes (other than boarding houses) with 7 or more units by December 1, 1992. Registration of complexes with 4 to 6 units will be required at a later date, but may be filed earlier. The rent to be filed is generally the rent charged on July 1, 1985, but in some cases will be the October 1, 1990, rent.

The Registry records, in its computer system, the rent filed by the landlord and any rent orders. The landlord and tenants are notified, and may apply to local Rent Control Offices to correct information or dispute the legality of the registered rent.

The Registry ensures compliance with registration requirements, investigates registered and current rents and prosecutes offences.

Information recorded in the Rent Registry is available from the local Rent Control Office serving the area where the complex is located (see listing under Rent Control Programs).

**General Classes or Types of Records**

Administration - Rent Registry

**Personal Information Banks**Rent Registry

Location: Rent Registry. Legal Authority: Rent Control Act, 1992. Information Maintained: Names and addresses of landlords, rents, related details for residential rental units in Ontario. Uses: Provide rent information for residential units; enforce legislation; determine applications under the Act; prepare ministry mailing lists; compile statistical studies of rents and the rental housing market. Information used as part of the computer system (MOHHRIS). Users: Rent Registry and Rent Control Programs branch staff, tenants, landlords, purchasers of complexes, Ministry of Finance, agents for assessment appeals and general public. Individuals in Bank: Landlords, tenants, agents. Retention and Disposal: Eight years, then transferred to archives.

**Rental Housing Protection Program**

The Rental Housing Protection Program, administers the Rental Housing Protection Act, 1989.

Certain activities that reduce the stock of rental housing in larger centres are restricted by the Act. Municipal councils' approvals are required for proposals to convert, demolish, renovate, sever into individual ownership or otherwise change the use of rental housing. Tenants may not be evicted for these



activities until municipal approval is obtained. Controls over condominium conversion apply to all rental residential properties in the province.

The program provides advice on the Act to municipalities and the general public and undertakes enquiries on alleged violations. The Rental Housing Protection Act brochure is available to the general public in English, French, Polish, Portuguese and Chinese.

**General Classes or Types of Records**  
 Program Administration  
 Rental Housing Protection Act brochure

**Personal Information Banks**

Applications for exemption from the Rental Housing Protection Act

Location: Rental Housing Protection Program.Legal Authority: Rental Housing Protection Act, R.S.O. 1990, c.R.24.Information Maintained: Name, address, submissions supporting application of eligibility, Recommendation for disposition.Uses: Determine eligibility of property for exemption; administer the Act.Users: Rental Housing Protection program staff.Individuals in Bank: Applicants.Retention and Disposal: Eight years, then transferred to archives.

Complaints Respecting Violations of the Rental Housing Protection Act

Location: Rental Housing Protection Program.Legal Authority: Rental Housing Protection Act, R.S.O. 1990, c.R.24.Information Maintained: Name, address, telephone, complaint documentation.Uses: Determine whether or not to request investigation.Users: Rental Housing Protection Program staff.Individuals in Bank: Complainants, property owners, tenants, witnesses.Retention and Disposal: Eight years, then transferred to archives.

**Technical Support Services Branch**

The Technical Support Services Branch provides architectural, engineering and appraisal services to the Ministry of Housing and the Ontario Housing Corporation's client groups through the Regional Offices (see Housing Field Operations). Guidelines, manuals, standards and generic specifications associated with the design, construction, conservation and maintenance of housing accommodation in its many forms are developed by the branch. It also coordinates construction or conservation projects and programs that involve more than one Regional Office.

**General Classes or Types of Records**  
 Operational and Technical Standards  
 Technical Studies, Reports and Reviews  
 Technotes Publications

**Manuals**

For manual listing, see Housing Field Operations Branch.

**Tenant Support Services Branch**

The Tenant Support Services Branch develops programs and policies designed to improve the quality of life for tenants residing in rent-geared-to-income housing. Linkages are facilitated with social service, educational and health care providers, which may be of interest or benefit to tenants. The branch also promotes tenant participation in the decisions which affect them, and develops policy in areas such as race relations, tenant rights and responsibilities, community development, supportive housing, safety and security and anti-drug initiatives.

**General Classes or Types of Records**

Planning Together Action Plans  
 Program and Operational Policy Development

**Personal Information Banks**

Community Development and Tenant Participation Grants Program

Location: Tenant Support Services Branch.Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18; Ontario Housing Corporation Act, R.S.O. 1990, c.O21.Information Maintained: Amount funded, contact person and address, summary of initiative.Uses: To provide information on the grants funding under this program.Users: Branch staff, tenant associations, community agencies, housing authorities, other ministries, other governments.Individuals in Bank: Tenant associations, housing authorities, community agencies.Retention and Disposal: Not determined.

**Housing Planning and Policy Division**

The Housing Planning and Policy Division is responsible for all strategic planning and policy development functions in the ministry. The division develops and administers the Ontario Building Code Act. It also delivers the Community Partners Program.

**Corporate and Strategic Analysis Branch**

The Corporate and Strategic Analysis Branch is responsible for housing market data analysis coordination, policy analysis and advice on housing impacts of proposals initiated by other ministries and levels of government and the strategic planning process for the ministry.

**General Classes or Types of Records**

Corporate Planning Documents (e.g., Ministry Strategic Plan)  
 Housing Market Statistics



## **Housing Development and Buildings Branch**

The Housing Development and Buildings Branch is responsible for ministry policy on housing development issues and building regulation, and Ontario's building regulatory system through development and administration of the Building Code (which includes plumbing regulations). In these capacities, the branch also intervenes in community and project-specific planning and development processes, and supports training on the Building Code for the building industry and municipal building officials.

### **General Classes or Types of Records**

Building Code Administration  
Building Code Education and Training  
Regulatory Research Analysis and Statistics

### **Manuals**

Guide and Illustrations to the Building Code  
Guidelines for the Interpretation of ASHRAE 90.1  
Housing Advocacy Guide  
Ontario Building Code  
Ontario Building Code CD-ROM  
Ontario Plumbing Code

## **Housing Policy Branch**

The Housing Policy Branch is responsible for developing strategic policy recommendations and legislation in the areas of affordable housing supply, maintenance and management of the existing housing stock, and rent regulation. The Community Partners Program is also delivered by the branch.

### **General Classes or Types of Records**

Housing Research Projects

## **Community Partners Program**

This program provides financial assistance and other means of support to assist community groups and agencies to become involved in solving housing problems and to provide basic housing services. Funding is provided for community services and advocacy, province-wide housing organizations, special housing projects and community development and tenant participation in Ontario Housing Communities.

Assistance may be provided as project-specific grants or operating grants. Program funding is available to not-for-profit organizations and agencies that carry out their primary activities in Ontario.

### **General Classes or Types of Records**

Community Partners Program (administration files)

## **Agencies**

### **Building Code Commission**

The Building Code Commission resolves disputes regarding the interpretation of the technical requirements of the Building Code.

### **General Classes or Types of Records**

Dispute Applications to the Building Code Commission

### **Manuals**

Policy and Procedures Manual

### **Building Materials Evaluation Commission**

The Building Materials Evaluation Commission examines, researches and authorizes materials, techniques and building design, where no criteria are set out in the Building Code. Typically, this involves the consideration of applications requesting authorization of any inactive material, system or building design in respect of any building or part thereof.

### **General Classes or Types of Records**

Applications to the Building Materials Evaluation Commission

### **Manuals**

Policy and Procedures Manual

### **Ontario Housing Corporation (and Local Housing Authorities)**

Ontario Housing Corporation provides and manages public-assisted rental housing units.

OHC's local housing authorities, located throughout the province, administer rent-geared-to-income units in various municipalities. OHC units accommodate families, senior citizens, disabled people, single persons and childless couples.

All housing authorities use a priority system to rank applications according to the degree of need. The rent is calculated on a scale that is geared to gross household income. Assaulted women applying for permanent subsidized housing are eligible for special consideration.

Contact the local housing authority in your area of the province to apply for accommodation.

### **Common Records**

Board of Governors Membership  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests

General Employment History and Payroll Information  
 Grievances and Applications  
 Identity/Employee Card  
 Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
 Job Competitions and Applications  
 Litigation Files  
 Medical Information (Personnel)  
 Performance Management  
 Travel/Expense Accounts  
 Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Corporate - policy, finance and administration  
 Housing Authority - Administration  
 Housing Authority - Applicants/Tenants  
 Housing Authority - Financial Information Systems

### Personal Information Banks

#### Housing Authority - Tenants and Applicants

Location: Ontario Housing Corporation (And Local Housing Authorities). Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18, ; Ontario Housing Corporation Act, R.S.O. 1990, c.O.21. Information Maintained: Tenant's/applicant's name, date of birth, family composition, household income/rent data, social insurance number, supporting medical documentation, tenancy records. Uses: To determine eligibility of and priority of need among applicants and determine rent calculations for rent-geared-to income tenants. This information is used for the Tenant/Applicant Priority System (TAPS) tracking system. Users: Housing authority staff, ministry auditors. Individuals in Bank: Tenants and applicants. Retention and Disposal: Indefinite for current tenants. Seven years, then destroyed for former tenants.

## Metro Toronto Housing Authority

As one of 56 housing authorities with the Ontario Housing Corporation landlord, Metropolitan Toronto Housing Authority administers rent-geared-to-income housing through six district offices. Tenant applications are made to the Rent Registry. Complaints should first be directed to on-site project managers. The Maintenance Inquiry Board operates a 24-hour service for after hours maintenance problems. In addition to management, maintenance and security services, recreation development programming are provided in consultation with residents.

### Common Records

Board of Governors Membership  
 Employee Personnel, Payroll and Benefits Records  
 Employment Application Inventory  
 Employment Equity Program  
 General Employment History and Payroll Information  
 Grievances and Applications  
 Health and Medical Records  
 Job Competitions and Applications

Parking Records  
 Performance Management  
 Travel/Expense Accounts  
 Workers' Compensation  
 Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Annual Reports  
 Financial - Budgets and Reports  
 MTHA Board Material  
 MTHA Property Listing  
 Mission Statements and Race Relations Policy Statements  
 Rent Supplement Program Administration and Management  
 Social Housing Portfolio Administration and Management  
 Statistical Data on MTHA Tenants and Housing Units  
 Tenant Handbooks

### Manuals

MTHA Administration  
 MTHA Maintenance

## Race Relations Policies and Programs

The Race Relations Policies and Programs Office specializes in race relations training, multicultural programming and mediation for tenants of the housing authority.

### General Classes or Types of Records

Operational and Technical Standards

## Rent Review Hearings Board

The Rent Review Hearings Board is responsible for appeals under the Residential Rent Regulation Act, 1986. Appeals can be made by landlords or tenants who are directly affected by and disagree with the Minister's decisions concerning determination of rent, disputed rent, rent rebate, standards of rental units, etc. Information, advice, publications, brochures and information sheets, videos, annual report and reference material on the appeal process for tenants and landlords are available from the Head Office and the three regional offices listed below. Under the new rent control legislation, the Rent Review Hearings Board is not required. As the board's caseload is resolved, board offices will close.

### Manuals

Rent Review Hearings Board Guidelines

### Personal Information Banks

#### Appeals From Decisions Made by Rent Review Services

Location: Rent Review Hearings Board. Legal Authority: Residential Rent Regulation Act, R.S.O. 1990, c.R.29. Information Maintained: Names and addresses of past and present landlords and tenants, appeals from Residential Rental Standards Board orders, appeals from decisions made on applications, appeals from decisions made subsequent to a

Minister's motion, supporting financial information.Uses:

Determine lawful rent that may be charged: maximum rent, rent rebates, suspension/forfeiture of rents and matters related to rent review.Users: Board members, staff, parties to appeals.Individuals in Bank: Landlords and tenants affected by or appealing rent review orders or Residential Rental Standards Board orders.Retention and Disposal: One year, then transferred to archives.

## **The North Pickering Development Corporation**

The Seaton Interim Planning Team was formed in early 1990 to lay the groundwork for the North Pickering Development Corporation. In carrying out its mandate, the team has undertaken planning studies and consulted the public on alternative strategies for these provincial land holdings northeast of Metropolitan Toronto, in the Regional Municipality of Durham.

### **General Classes or Types of Records**

Aerial Photographs

GIS Database

North Pickering Development Corporation

Seaton Community Library



# HUMBER COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Humber College of Applied Arts and Technology  
205 Humber College Boulevard  
Etobicoke, Ontario  
M9W 5L7  
(416) 675-3111

## Access

Freedom of Information and Privacy Coordinator  
Humber College of Applied Arts and Technology  
205 Humber College Boulevard  
Etobicoke, Ontario  
M9W 5L7  
(416) 675-3111,

A public reading room for the review of manuals and other information is open during regular office hours in the library at the North Campus, 205 Humber College Boulevard, Etobicoke.

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Humber College offers a wide range of diploma, certificate and continuing education programs to provide students with the skills needed in business, technology, health sciences, human services, applied arts, hospitality, tourism and other areas. The college specifically serves the communities of Etobicoke and York, as well as meeting the diverse educational needs of other communities in Ontario.

Humber College is governed by a Board of Governors and is comprised of six major divisions: Board of Governors, Office of the President, Academic, Administrative, Business and Industry Services, and Educational and Faculty Services. The administrative offices are on the main campus located at 205 Humber College Boulevard in Etobicoke, with eight campuses at other locations in Etobicoke and York.

## Academic

This division provides full- and part-time diploma, certificate and continuing education programs. The following departments report to the Vice President, Academic: Technology, Health Sciences, Business, and Applied and Creative Arts.

### Common Records

Day Care Registrants

## Administrative

This division is responsible for the effective management and delivery of support services for the administration of the

college. The following departments report to the Vice President, Administration: Human Resources, Finance, Student Residence, Physical Resources, Registrar, Legal Services and Ancillary Services.

### Common Records

Employee Personnel, Payroll and Benefits Records  
Graduate and Alumni Records  
Job Competitions and Applications  
Ombudsman/Human Rights Commission  
Student Applications  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Workers' Compensation

### Manuals

Humber College Administrative Policies and Procedures

## Board of Governors

The Board of Governors sets policy and corporate objectives for the college and provides direction for the interpretation of objectives and policies.

### General Classes or Types of Records

Bylaws  
Minutes of Board and Standing Committees  
Policies

## Business and Industry Services

Business and Industry Services is responsible for providing training, consulting and skills development services to corporate clients in the private and public sectors and to organized labour on a fee-for-service basis. Custom training, program design and development services, as well as practical seminars are offered and are delivered on-site or at our client's facilities.

## Educational and Faculty Services

This division provides a variety of support services to faculty and students. The following departments report directly to the Vice President, Educational and Faculty Services: Counselling, Placement, Student Life, Learning Resource Centre, Human Studies and Professional Development. The division also administers government-sponsored employment and skills/academic upgrading programs such as Ontario Basic Skills and FUTURES.

### Common Records

Co-op, Work Term, Final Job Placements  
FUTURES Program Applicants and Participants  
Health and Medical Records  
Library Users Lists  
Ontario Basic Skills Program Trainees  
Ontario Student Assistance Program  
Ontario Training Incentive Program Trainees

Scholarships and Awards  
Student Athletics and Fitness Programs  
Student Counselling

### **Office of the President**

Reporting to the Board of Governors, the President is responsible for overall policy development, strategic direction and administration of the college. The Academic, Administrative, Business and Industry Services, and Educational and Faculty Services Divisions report to the President.

### **Common Records**

Board of Governors Membership

# MINISTRY OF INTERGOVERNMENTAL AFFAIRS

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## Head

Minister of Intergovernmental Affairs  
6th Floor, Mowat Block  
900 Bay Street  
Toronto, Ontario  
M7A 1C2  
(416) 325-4785

## Access

Freedom of Information and Privacy Coordinator  
Finance and Administrative Services Branch  
6th Floor, Mowat Block  
900 Bay Street  
Toronto, Ontario  
M7A 1C2  
(416) 325-4766



A public reading room for the review of manuals and other information is open during regular office hours on the sixth floor of the Mowat Block, 900 Bay Street, Toronto.

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The Ministry of Intergovernmental Affairs identifies and advances Ontario's interests and relations with the Government of Canada, the governments of the other provinces and territories, and provides the Government of Ontario with leadership and expertise on constitutional matters. In doing this, the ministry provides advice to the government on the conduct of Ontario's relations with other governments and on major intergovernmental issues, provides the government with a wide range of information on intergovernmental events and activities in Canada and provides a number of services to other ministries including assisting them in the conduct of their relations with other governments.

The ministry consists of three units: Constitutional Affairs and Federal-Provincial Relations, Communications, and Finance and Administration Services. The Ministry of Finance provides administrative services including personnel, accounting and purchasing services.

## Common Records

Central Attendance Recording System (CARS)  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications

Parking Records  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

## General Classes or Types of Records

Background Papers  
Current Issue Items  
Federal-Provincial Agreements  
First Ministers' and Premiers' Conferences  
General Policy Material  
Interprovincial Agreements  
Ontario-Quebec Commission for Cooperation  
Ottawa and Quebec Offices - Records

## Deputy Minister's Office

### Communications Branch

The Communications Branch provides information services for the ministry and its client groups. It also prepares communications plans and strategies, and provides communications support to the Minister, Deputy Minister, senior managers and policy area. Other responsibilities include liaising with the media; answering public inquiries; coordinating advertising activities of the ministry; producing and distributing news releases, speeches, publications and statements; monitoring events in other provinces and ensuring that Ontario's position on issues of mutual concern reaches other governments in Canada.

### Constitutional Affairs and Federal-Provincial Relations

The Office of Constitutional Affairs and Federal-Provincial Relations provides advice in the development of Ontario's policies and procedures covering all aspects of its general relations with the federal government and other provinces, as well as on specific issues and activities with a significant constitutional, federal-provincial and interprovincial component; advises the Government of Ontario on its constitutional positions, and assists the government in its preparations for constitutional negotiations as per direction by Cabinet. In addition, the office coordinates Ontario's participation in major federal-provincial and interprovincial meetings and conferences such as First Ministers' Conferences and the annual Premiers' Conference, assists ministries in their interprovincial relations and manages the Ontario-Quebec Commission for Cooperation (OQCC).

The ministry's offices in Ottawa and Quebec City are an integral part of the government's activities in federal-provincial and constitutional matters. Under the direction of respective Assistant Deputy Ministers, senior staff are able to carry out a more immediate, direct and personal exchange of information



with government officials in these two key areas. In addition, the Ottawa office acts as a host office for Ontario government Ministers and officials in Ottawa for federal-provincial meetings.

**Common Records**

Employment Equity Program

**General Classes or Types of Records**

Background Papers  
Biographies and Cabinet Lists  
Current Issue Items  
Federal-Provincial Agreements  
First Ministers' and Premiers' Conferences  
General Policy Material  
Interprovincial Agreements  
Ontario-Quebec Commission for Cooperation  
Ottawa and Quebec Offices - Records  
Policy Advice

**Finance and Administration Services Branch**

The Finance and Administration Services Branch coordinates the planning and allocation of ministry resources, prepares the ministry's estimates, monitors and reports on expenditures, human resources policies and information technology. The branch is responsible for providing guidance on the impact and implementation of government-wide management policies and programs such as Employment Equity.

**Common Records**

Central Attendance Recording System (CARS)  
Employment Application Inventory  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Parking Records  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

**Ontario-Quebec Commission for Cooperation**

The Ontario-Quebec Commission for Cooperation (OQCC) promotes and initiates economic, cultural and educational exchanges between individuals, schools and organizations in Ontario and Quebec to foster understanding and cooperation between residents of the two provinces. The OQCC encourages Ontario and Quebec ministries responsible for such areas as education and cultural affairs to provide joint program funding and grants. It also coordinates exchanges between Ontario and Quebec civil servants to permit sharing of views and experiences on common problems of public administration.

# LA CITÉ COLLÉGIALE, COLLEGE D'ARTS APPLIQUÉS ET DE TECHNOLOGIE

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## Head

Chair, Board of Governors  
La Cité collégiale, College d'arts appliqués et de technologie  
2465 St. Laurent Blvd.  
Ottawa, Ontario  
K1G 5H8  
(613) 786-2000

## Access

Directeur, Ressources humaines (Director, Human Resources)  
Accès à l'information et protection de la vie privée (Freedom of Information and Privacy)  
La Cité collégiale, College d'arts appliqués et de technologie  
2465 St. Laurent Blvd.  
Ottawa, Ontario  
K1G 5H8  
(613) 786-2000

A public reading room for the review of manuals and other information is open during regular office hours in Room 311-M, Building A, 2465 St. Laurent Blvd., Ottawa.

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La Cité collégiale is the first French-language college of applied arts and technology in Ontario and the twenty-third community college in the province. This new institution was established to meet the community college needs of approximately 300,000 francophones in eastern Ontario. Its area includes the Regional Municipality of Ottawa-Carleton and the counties of Prescott, Russell, Lanark, Renfrew, Stormont, Glengarry, Dundas, Grenville, Leeds and Frontenac. From its campuses in the three locations of Cornwall, Hawkesbury and Ottawa, La Cité collégiale offers more than 80 postsecondary programs leading to a diploma or certificate. In addition, the college offers a range of programs and services in the areas of continuing education, vocational training and customized training.

The Cité collégiale is administered by a President and is divided into four broad sectors: Accès et développement (Access and Development), Administration et finances (Finance and Administration), Enseignement (Academic), and Ressources humaines (Human Resources). La Cité collégiale has a total of four campuses located in Cornwall, Hawkesbury and Ottawa.

## Accès Et Développement (Access and Development)

The Access and Development sector provides support for the academic sector in planning, negotiations, coordination and the administration of non-traditional educational activities.

Access and Development offers programs and services for adults who wish to receive specialized training, for people who are looking for work and for women who are preparing to re-enter the work force.

Access and Development also provides regional businesses with consulting, training and financing services in the area of vocational training.

Access and Development administers the Bureau de consultation en formation professionnelle (Vocational Training Counselling Office), the Bureau de formation professionnelle (Vocational Training Office), the Centre de développement professionnel (Professional Development Centre), the Club de recherche d'emploi (Job Search Club), Education Permanente (Continuing Education), special projects, apprenticeship programs, FUTURES programs and Retour au travail (Returning to Work).

## General Classes or Types of Records

Client Files  
Community Information (sponsoring individuals or organizations)  
Continuing Education Description of Programs, Mailing Lists  
Contracts and Memoranda of Understanding  
Employer Files  
Mailing Lists for Vocational Training Courses  
Minutes of Executive Committee Meetings

## Administration Et Finances (Administration and Finance)

The Vice President, Administration et finances (Administration and Finance) is responsible for all matters relating to the overall financial administration of the college, such as physical and financial resources, supplies, internal auditing, additional undertakings and other support activities. The Vice President is also responsible for the Admissions and Registrar's offices, the Communications Department, the Computer Services Department and all activities related to student life.

## Common Records

Ontario Student Assistance Program  
Student Registration and Academic History

## General Classes or Types of Records

Conditions of Admission  
Course Quotas  
Ontario Student Assistance Program  
Rooms, Course Timetables

Student Records (admission, marks, exemptions, certificates, diplomas, etc.)

## Board of Governors

The Board of Governors comprises 17 members representing the entire area served by the college. The board has a broad array of responsibilities. It establishes the educational policies, objectives and goals of the college. In addition, it evaluates the activities of the college and ensures that it is efficiently operated.

The Board of Governors has five standing committees. It also has the support of various advisory committees which are responsible for ensuring that the courses and programs offered at La Cite collegiale remain relevant.

### General Classes or Types of Records

Administrative Regulations

Minutes of meetings of the Board of Governors and Policies

## Ensiignement (Academic)

The Vice President, Academic is responsible for the postsecondary education activities on the three Cite collegiale campuses in Cornwall, Hawkesbury and Ottawa. These activities are divided into nine program families in areas such as communications and the media, administrative and business studies, vocational training, housing and development, the hotel trade, tourism, the restaurants and leisure activities, mechanics, electronics and computers, health sciences, social sciences and legal services.

The Academic sector is responsible for developing and delivering full-time academic programs and for maintaining contact with the various establishments where the college's students can gain practical experience or on-the-job training such as hospitals, day care centres, correctional facilities and public and private businesses. This sector is also responsible for the delivery of non-traditional education.

The Vice President Academic, oversees as well the entire sector responsible for providing academic support services. Among these services are Distance Education, Counselling, Special Needs, Placement, Cooperative Instruction, Practicums, program development and the pedagogical evaluation and development of the academic staff.

The Information Centre and the Language Training Centre also fall under the Vice President, Academic.

### Common Records

Library Users Lists

Student Appeals (disciplinary, administrative, academic)

### General Classes or Types of Records

Class Lists

Location of Practicums

Minutes of the Executive Committee Meetings for Each Division  
Minutes of the President's Executive Committee Meetings  
Teaching Plans

## Personal Information Banks

Description of Services for Students with Special Needs

Location: Ensiignement (Academic). Legal Authority: Ministry of Colleges and Universities Act. R.S.O. 1990, c.M.19. Information Maintained: Name, address, date of birth, medical history, nature of disability, records on diagnosis and treatment, technical aids (devices required). Uses: Evaluate the special needs of students; prepare statistical reports. Users: College personnel, educators of secondary school students with special needs. Individuals in Bank: Students with special needs physical, sensory, medical, psychiatric, learning difficulties; developmental disorders. Retention and Disposal: Not determined.

### Graduate Placement Questionnaires

Location: Ensiignement (Academic). Legal Authority: Ministry of Colleges and Universities Act. R.S.O. 1990, c.M.19. Information Maintained: Employment history following graduation. Uses: Compile statistics for evaluating the program; supply data for the College Data System in accordance with the requirements of the Ministry of Colleges and Universities. Users: Placement personnel, academic services, planning personnel. Individuals in Bank: Graduates of the college. Retention and Disposal: The records are kept for three years after the student graduates, then destroyed.

### Tutoring Records

Location: Ensiignement (Academic). Legal Authority: Ministry of Colleges and Universities Act. R.S.O. 1990, c.M.19. Information Maintained: Name, address and telephone number of tutors and students receiving tutoring, faculty recommendations regarding tutors, number of sessions, payments made by the students or financial assistance, receipts for payment, subjects in which tutoring is available. Uses: Maintain financial records for the students' association as well as financial assistance reports; produce statistics. Users: Counsellors, financial assistance personnel and students' association personnel. Individuals in the Bank: Tutors and students receiving tutoring. Individuals in Bank: Graduates of the college. Retention and Disposal: The records are kept for two years, then destroyed.

## President's Office

Appointed by and accountable to the Board of Governors, the President manages the college's academic and administrative affairs and directs its strategic planning. The President's Office also provides administrative services to the Board of Governors.

## Manuals

Regulations and Procedures



## **Ressources Humaines (Human Resources)**

Human Resources provides a number of services including the welcoming and orientation of personnel, staffing, classification, labour relations, administering social benefits, identifying professional development needs, career planning, pay equity, employment equity and all other aspects of human resource management at the college. The Human Resources division also deals with requests submitted under the Freedom of Information and Protection of Privacy Act.

### **Common Records**

Job Competitions and Applications  
Medical Information (Personnel)  
Teacher Workload Records (Standard Workload Form)  
Vocational Testing and Counselling  
Workers' Compensation

### **Personal Information Banks**

#### Staff Professional Development

Location: Ressources Humaines (Human Resources). Legal Authority: Ministry of Colleges and Universities Act. R.S.O. 1990, c.M.19. Information Maintained: Name, address, courses taken, evaluation, results of tests, telephone number. Uses: Administer and monitor courses. Users: Course instructors. Individuals in Bank: College personnel. Retention and Disposal: Not determined.

# MINISTRY OF LABOUR

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## Head

Minister of Labour  
14th Floor, 400 University Avenue  
Toronto, Ontario  
M7A 1T7  
(416) 326-7600

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Labour  
7th Floor, 400 University Avenue  
Toronto, Ontario  
M7A 1T7  
(416) 326-7786



A public reading room for the review of manuals and other information is open during regular office hours on the 10th floor at 400 University Avenue, Toronto. In addition, public reading rooms are located at selected locations throughout the province. Refer to the Government of Ontario Telephone Directory for addresses of district offices. The Workers' Compensation Appeals Tribunal maintains a public reading room on the 7th floor at 505 University Avenue, Toronto telephone: (416) 598-4638. The Legal Counsel and Pay Equity Office maintains a public reading room on the 5th Floor at 150 Eglinton Avenue East, Toronto telephone: (416) 481-4464.

In 1882, the Ontario government established the Bureau of Industry under the Department of Agriculture. In 1900, a Bureau of Labour came into being, and labour affairs were transferred from the Department of Agriculture to Public Works. The bureau was replaced in 1916 by the Trades and Labour Branch, still under Public Works. In April 1919, Bill 169 brought all labour matters under the new Department of Labour. It was renamed the Ministry of Labour in 1970, when the Department of Labour Act was repealed and replaced by the Ministry of Labour Act.

The Ministry of Labour's mission is to advance safe, fair and harmonious workplace practices that are essential to the social and economic well-being of the people of Ontario. The ministry works toward this end by promoting sound industrial relations, safe and healthy working conditions and equality of treatment and opportunity in employment. Programs are concerned with the rights and responsibilities of the individual worker, with management and labour, and with health and safety in the workplace. The ministry is assisted by a range of specialized agencies, boards and commissions, including the Workers' Compensation Board, the Ontario Labour Relations Board, the Workers' Compensation Appeals Tribunal, the Public Service Appeal Boards, the Industrial Disease Standards Panel, Office

of the Employer Adviser, Office of the Worker Adviser, the Pay Equity Commission, and the Workplace Health and Safety Agency.

## Deputy Minister's Office

### Manuals

Corporate Policy and Procedures Manuals [Vol. I and II]

## Communications and Marketing Branch

The Communications and Marketing Branch informs the public, client groups and the media about the ministry's activities, and provides communications support to the Minister, the Deputy Minister, senior managers and program areas. Activities include communications, French Language Services, marketing and planning, media liaison, and production and distribution of information materials.

The branch no longer operates an Information Centre on the main floor of the ministry's offices at 400 University Avenue. Please refer to each program listing for the inquiry telephone numbers of your local Ministry of Labour office.

## French Language Services

The French Language Services Coordinator implements, within this ministry and its agencies, boards and commissions, the government's policy on providing French language services to the Franco-Ontarian public.

## Legal Services Branch

The Legal Services Branch counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. The branch also supplies general legal services to the ministry, such as conducting litigation, settling claims, acting at court hearings, and providing the ministry with opinions relating to the Occupational Health and Safety Act, the Employment Standards Act and the Workers' Compensation Act, among others. The Legal Services Branch staff are employees of the Attorney General's Office.

## Personal Information Banks

### Employee Investigations

Location: Legal Services Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47. Information Maintained: Name, details of occurrence, disposition. Uses: Investigate personnel legal issues. Users: Lawyers assigned to ministry, senior ministry officials. Individuals in Bank: Ministry of Labour employees subject to investigation. Retention and Disposal: Two years, then destroyed; select files to archives.

## Office of Employment Equity

The Office of Employment Equity is responsible for the strategic planning, development, implementation, coordination and monitoring of Ministry Employment Equity Programs and initiatives. The office provides assistance to ministry program areas in program design, delivery and evaluation. The office also offers operational support and advice to ministry staff on areas such as employment accommodation, workplace discrimination and harassment issues, funding sources for employment equity initiatives and workforce analysis.

### Common Records

Employment Equity Program

## Corporate Services Division

The Corporate Services Division, headed by an Assistant Deputy Minister, provides the ministry and senior officials with support services to assist in program delivery. The division is made up of the following branches: Financial and Administrative Services; Human Resources; Internal Audit; Training and Library Services; Information Technology Services; Organizational Development Unit; Freedom of Information, Privacy and Records Management; and Strategic Planning and Evaluation.

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Library Users Lists  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

## Financial and Administrative Services Branch

The Financial and Administrative Services Branch provides ministry programs with accounting services, such as financial reporting, accounts payable, payroll, revenue and accounts receivable, interpretation and advice on policies and procedures, as well as centralized administrative support. The branch provides the ministry's executive and program managers with financial planning and analysis services, including coordination

of the annual resource allocation and estimates process, budget preparation and control, managing-by-results reporting and implementation of government-wide financial management improvement initiatives.

### General Classes or Types of Records

Financial Records (enforcement of Employment Standards Act)

### Manuals

Travel and Moving Expenses

## Administrative Services Unit

Administrative Services Unit provides the ministry with the following services: purchasing of goods and services, facilities management, supply management, printing, duplicating, mail, fleet management and assets management. The branch liaises with the Management Board Secretariat to co-ordinate such common services as telephone directories, acquisition and design of office accommodation, and the purchasing of commonly used goods and services.

## Freedom of Information, Privacy and Records Management Office

The Freedom of Information and Privacy Protection Office has three main areas of responsibility. The first is coordination of responses by the ministry to requests for information that are made under the Freedom of Information and Protection of Privacy Act. The second is ensuring that the ministry complies with the Act's restrictions on the collection, use and disclosure of personal information. The third is provision of records management services to the ministry.

Guidance and information is provided to the general public and to ministry program areas through the Freedom of Information Office. The Directory of Records, the Act and request forms are available to the public through the ministry's Freedom of Information Office, the library (400 University Avenue, 10th Floor) and the Area Offices' reading rooms.

## Human Resources Branch

The Human Resources Branch works mainly in an advisory capacity with line managers whose prime task is human resource matters within their units. The branch is responsible for the establishment of ministry human resources policies and procedures, employee classification and compensation levels, staff recruitment, human resource planning, succession planning, career and benefits counselling, investigation of employee grievances, occupational health and safety and all matters affecting working conditions. Maintaining the ministry's personnel, payroll and employee benefit records, and serving as a liaison between the ministry, Management Board and the Ontario Public Service Employees Union (OPSEU) are branch responsibilities.



The branch also administers the Public Service Act, The Crown Employees Collective Bargaining Act and the Collective Agreement, as they relate to ministry employees.

The ministry's summer youth employment programs, including Students Training in Industrial Relations (STIR) and Students in Personnel (SIP), are coordinated by the branch.

### Manuals

Attendance Improvement  
Performance Appraisal Policy and Procedures  
Staff Development and Training  
Staff Relations

### Personal Information Banks

Performance Evaluations - Student Training Programs

Location: Human Resources Branch. Legal Authority: R.R.O. 1990, Reg. 977, s.6(1). Information Maintained: Name, address, employer, sponsor's evaluation of student's performance. Uses: Evaluate program placement and student's performance. Users: Program staff. Individuals in Bank: Students accepted into the program. Retention and Disposal: Three years, then destroyed.

### Information Technology and Systems Branch

The branch plans, develops and maintains an information technology environment which enables the ministry to deliver its programs effectively and efficiently.

The branch mission is fulfilled through participation and leadership in information technology strategy and policy formulation; planning services, information resource management, telecommunications services, forms management, application development, technical and management support services; and development and participation in a benefits management program which ensures the projected benefits of information technology are effectively managed by the ministry.

### Internal Audit Branch

Internal Audit is responsible for the ministry's audit functions, which include the review and appraisal of management, financial and operational controls.

### Training and Library Services Branch

The Branch assists Ministry of Labour staff in upgrading their skills and knowledge to better support ministry stakeholders through training, education and personal development activities. The Training section develops, delivers and coordinates technical, professional and management training.

The branch integrates inclusive practices into all training and career development activities.

### Library and Information Services

The library collection consists of 70,000 books and reports; 1,200 journal titles; 500 Statistics Canada reports; and Canadian, American and International standards, annual reports and other serials related to the ministry's areas of responsibility. These include labour relations; women's issues; pay equity; employment; working conditions; employment for persons with disabilities; occupational health and safety; construction, industrial, and mining safety; and radiation protection. The library also holds the decisions of the Ontario Labour Relations Board and the Employment Practices Branch, and a collection of judicial decisions under the Occupational Health and Safety Act. A large collection of Microforms, four in-house automated indexes, on-line access to 12 external computerized database systems, inter-library loan, photocopying services, and two regularly published library bulletins (INFOLINK) on Labour Relations and Employment, and Occupational Health and Safety are available to library clients. Inter-library loan provides borrowing services to non-ministry clients. On-line computer searches and in-depth research are conducted for Ministry of Labour clients only. The ministry reading room is located in the library and provides public access to ministry publications, statutes, and some manuals and internal procedures.

### Common Records

Library Users Lists

### General Classes or Types of Records

Employment Standards Act Database  
Hansard Database  
Ministry of Labour Index  
Ministry of Labour Information Catalogue

### Manuals

Library Procedures

### Labour Policy Division

The Labour Policy Division, headed by an Assistant Deputy Minister, provides the Minister and senior officials with information, analysis and advice to assist in the development, adoption and implementation of policies, programs and legislation related to the workplace.

### General Classes or Types of Records

Labour Policy Analyses  
Research Studies and Projects  
Workers' Compensation Research Files

### Employment Conditions and Labour Market Policy Branch

The Employment Conditions and Labour Market Policy Branch leads policy development and conducts related research on labour market issues such as labour adjustment program design,

statutory reform, minimum wage, fair wage and the regulation of hours of work and overtime. The branch is also involved in inter-ministerial labour market policy development (e.g. training policy, immigration policy) and provides analysis of policy initiatives of other ministries that have implications for the labour market.

The branch also supports the Minister and Deputy Minister regarding participation in the Cabinet Committee on Economic and Labour Policy.

### Health and Safety Policy Branch

The Health and Safety Policy Branch is responsible for conducting research on health and safety and for developing policy, legislation and regulations to ensure the health and safety of workers.

The Regulations Development Unit (326-7920) coordinates the development of regulations for toxic substances, including designated substances regulations made under the Occupational Health and Safety Act to protect workers from safety hazards.

The Health and Safety Studies Unit (326-7870) conducts occupational health and safety research studies and provides consultation concerning the effects of occupational and environmental exposure to chemical or biological agents on human health.

The Compliance Reporting Unit (326-7864) evaluates the compliance records of companies applying for financial aid and licences to cut timber on provincial Crown land.

The Policy and Analysis Unit (326-7856) is responsible for the development of policies and procedures.

#### General Classes or Types of Records

Designated Substances - Policy Development Program and Policy Development

### Labour-Management Policy Branch

The Labour-Management Policy Branch conducts research and develops policy on a wide range of legislative and non-legislative initiatives designed to improve workplace relationships.

### Workplace Policies and Practices Branch

The Workplace Policies and Practices Branch conducts and coordinates research and policy development in the areas of employment rights and workplace practices, including workers' compensation (except occupational health and safety). The branch cooperates with the Labour Market and Adjustment Policy Branch on several standards under the Employment Standards Act, Labour-Management Services regarding

collective bargaining matters and with the Pay Equity Commission on pay equity issues.

The branch provides information services and supports analysis in policy initiatives that impact on workplace practices or employment rights (such as employment equity and human rights in the workplace).

The branch also supports the Minister and Deputy Minister regarding participation in Cabinet Committees.

### Labour-Management Services Division

The Deputy Minister of Labour-Management Services directs and coordinates the provision of services to promote harmonious relationships between employers and employees in order to help ensure stable labour relations in the province.

The service provides arbitration, mediation and collective bargaining research and administers parts of the Labour Relations Act and the Hospital Labour Disputes Arbitration Act.

#### General Classes or Types of Records

Labour-Management Legislation, Policy Development and Recommendations  
Records Filed with the Minister (pursuant to the Labour Relations Act)

### Office of Arbitration

The Office of Arbitration assists the Minister in carrying out statutory responsibilities for constituting boards of arbitration and appointing single arbitrators under the Labour Relations Act and the Hospital Labour Disputes Arbitration Act. The office is responsible for the receipt and processing of requests from employers and trade unions for the appointment of arbitrators and nominees to boards of arbitration. Activities include identifying individuals qualified to act under ministerial appointment, providing administrative services to arbitrators, monitoring the progress of arbitration proceedings and cataloguing arbitration awards for public availability.

In association with the Labour-Management Advisory Committee, which advises the Minister on matters pertaining to arbitration, the office maintains a roster of qualified arbitrators. The office also provides labour and management with dispute resolution assistance through grievance mediation officers.

The Office of Arbitration has responsibility for coordinating appeals under the Employment Standards Act.

#### General Classes or Types of Records

Arbitration Awards  
Arbitration Case Files  
Employment Standards Appeal Files



## Personal Information Banks

### Labour Relations Arbitrators

Location: Office of Arbitration. Legal Authority: Labour Relations Act, R.S.O. 1990, c.L.2, s.46(10). Information Maintained: Name, assessment of candidate for designation as arbitrator, fees paid, record of interview, resume. Uses: Identify and document qualified candidates for the arbitrator training program; evaluate suitability of candidates for hearing specific cases. Users: Branch director, administrative staff and Minister's Advisory Committee members. Individuals in Bank: Prospective and approved arbitrators. Retention and Disposal: Seven years, then destroyed.

## Office of Mediation

The Office of Mediation's goals are to foster harmonious labour relations and to minimize disruption in the economy arising from strikes and lockouts. The office provides conciliation and mediation services in order to assist the parties in effecting collective agreements. Preventive mediation services are also undertaken during the term of agreement. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

### General Classes or Types of Records

Conciliation Case Files, Index and Status Log  
Requests for Mediation Assistance

## Office of Collective Bargaining Information

The Office of Collective Bargaining Information provides research and analytical support to the government, labour and management. The office compiles and analyzes labour relations information and prepares regular reports on such matters as collective bargaining trends, wages and benefits. In addition, an extensive and up-to-date collective agreements library is maintained.

### General Classes or Types of Records

Collective Bargaining Agreements (construction and industrial)  
Conciliation, Mediation and Arbitration Reports  
Industrial Relations Information System  
Key Disputes and Strike Reports  
Ontario Labour Relations Board Statistical Records  
Surveys and Statistical Studies (re policy, programs and legislation)

## Operations Division

The Ministry of Labour, effective July 1, 1991, reorganized the delivery of its Health and Safety and Employment Standards services to enhance client access to its programs. A new Occupational Health and Safety Branch and Employment Practices Branch assumed responsibility for dealing with

province-wide issues pertaining to the Health and Safety and Employment Standards of the Ministry of Labour. The Occupational Health and Safety Branch and the Employment Practices Branch provide support to the staff delivering day-to-day operations in six autonomous area offices through the formulation and interpretation of related policies and the development of new programs.

The Information and Administrative Services Unit (326-7744) provides centralized services, including coordination of systems development, maintenance of line branch computer systems and files, desktop publishing and printing of documents. The unit is responsible for the distribution of the Act and Regulations, as well as other printed materials related to division programs.

## Manuals

Operations Division - Policy and Procedures Reference Manual

## Public Records

### Coroner's Juries - Responses to Recommendations

Purpose: Outline ministry action taken to prevent similar fatal accidents; follow up on preventive action taken by specific employer. Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.12(3). Information Maintained: Coroner's jury recommendations and ministry responses, related to inquests called as a result of workplace fatalities. Retrievability: Name of deceased. Retention and Disposal: Seven years, then transferred to archives. Access Procedures: Ministry of Labour, Operations Division, 14th Floor, 400 University Avenue, Toronto, Ontario M7A 1T7.

## Area/District/Satellite Offices

Six fully staffed Area Offices, located throughout the province provide decentralized program delivery services in Occupational Health and Safety, Industrial Health and Safety, Construction Health and Safety, Employment Standards, Wage Protection, and Professional and Specialized Services.

District and Satellite Offices, which are attached to each Area Office, provide further decentralization of Construction Health and Safety, Industrial Health and Safety, Employment Standards, and Professional and Specialized Services.

Some offices include a Mining Health and Safety component.

Mine Rescue Administration, part of the Northern Area Office, supports a series of Mine Rescue Stations (7 in total) that are dedicated to Mining Safety and Mine Rescue Operations.

## Employment Practices Branch

The branch provides specialized support services to the division in the delivery of services related to the Employment Standards Act (including the Employee Wage Protection Program), Industrial Standards Act, Employment Agencies Act and Fair



Wage Schedules on government contracts. The branch also co-administers the Program for Older Worker Adjustment (POWA), a joint federal/provincial program which provides financial assistance to older workers, age 55 to 64, who lose their jobs because of major permanent layoffs and have no chance of finding new employment.

### General Classes or Types of Records

Employment Standards Act - Inquiry Correspondence

### Manuals

Employment Standards Branch Interpretation Manual

Employment Standards Branch Operations Manual

Videotapes (training of summer students)

### Personal Information Banks

#### Agriculture Advisory Committee Members

Location: Employment Practices Branch. Legal Authority: Orders-in-Council 1874/75 and 793/85. Information Maintained: Name and address. Uses: Contact or identify committee members. Users: Employment Practices Branch and Policy Branch staff. Individuals in Bank: Agriculture Advisory Committee members. Retention and Disposal: Until member replaced, then destroyed.

#### Employee Evaluations Counselling Program (plant closure)

Location: Employment Practices Branch. Legal Authority: Employment Standards Act, R.S.O. 1990, c.E.14, s.57(12); Cabinet Minutes 17-30/81, 19-11/82 and 8-26/83. Information Maintained: Name, address, education, employee evaluation, sex, wages. Uses: Counsel employees affected by permanent layoffs. Users: Branch staff. Individuals in Bank: Employees affected by permanent layoffs. Retention and Disposal: Seven years, then transferred to archives.

#### Employment Standards Act - Employee Complaints

Location: Employment Practices Branch. Legal Authority: Employment Standards Act, R.S.O. 1990, c.E.14, s.63(1). Information Maintained: Name, address, disposition of complaint, name of complaint, nature of complaint, wages. Uses: Investigate and resolve employee complaints of violations of the Employment Standards Act. Users: Branch administrative staff, Employment Standards officers, legal services staff. Individuals in Bank: Employees claiming their employer is in violation of the Employment Standards Act. Retention and Disposal: Normally two years, then destroyed; if held for collection, prosecution or other proceedings, destroyed after 15 years.

#### Employment Standards Referees

Location: Employment Practices Branch. Legal Authority: Employment Standards Act, R.S.O. 1990, c.E.14, s.60(1). Information Maintained: Name and, in some cases, resumes. Uses: Select members of the panel of referees. Users: Branch director and administrative staff. Individuals in Bank: Referees and prospective referees. Retention and Disposal: Until

member leaves panel and has no outstanding cases, then destroyed.

#### Garment Industry Schedules - Advisory Committee Members Appointments

Location: Employment Practices Branch. Legal Authority: Industrial Standards Act, R.S.O. 1990, c.I.6, s.18(1). Information Maintained: Name, address, business and personal history. Uses: Assist in evaluating qualifications for appointment to advisory committee. Users: Branch administrative staff. Individuals in Bank: Management and labour representatives in garment industry. Retention and Disposal: Until member replaced, then destroyed.

#### Permits to Employ Homeworkers

Location: Employment Practices Branch. Legal Authority: Employment Standards Act, R.S.O. 1990, c.E.14, s.16(1). Information Maintained: Name, address, vacation pay, wages. Uses: Ensure homeworkers are paid at least minimum wage and vacation pay. Users: Branch administrative staff, Employment Standards officers, legal services staff. Individuals in Bank: Employees employed under permit as homeworkers. Retention and Disposal: One year after permit cancelled, then destroyed.

#### Unclaimed Wages

Location: Employment Practices Branch. Legal Authority: Employment Standards Act, R.S.O. 1990, c.E.14, s.66(1). Information Maintained: Name, address and amount being paid. Uses: Verify employees claims to unpaid wages. Users: Legislative Interpretation section staff and branch staff. Individuals in Bank: Employees who have not claimed wages collected from their former employers by the Employment Practices Branch. Retention and Disposal: Until superseded by updated report, then destroyed.

### Public Records

#### Referees' Decisions and Judicial Review Rulings

Purpose: Monitor referees' and courts' interpretations and application of the Employment Standards Act. Legal Authority: Employment Standards Act, R.S.O. 1990, c.E.14, s.68 and s.69. Information Maintained: Employee name, address, referee and judicial review decisions. Retrievability: Employer, then employee name. Retention and Disposal: Not determined. Access Procedures: Ministry Library, 10th Floor, 400 University Avenue, Toronto; Employment Practices Branch, 4th Floor, 40 Dundas Street West, Toronto; see also Office of Adjudication for referee and adjudication decisions since October, 1991.

### Centre for Disability and Work

The centre provides employment equity consulting services to employers on initiatives to increase employment opportunities for workers with disabilities. Links are facilitated, at both a community and provincial level, between employers, trade unions, health and rehabilitation professionals, persons with disabilities, special interest groups, voluntary programs, social

agencies, related government programs, educators, architects and insurers. The centre operates an information resource centre (a list of resources is available upon request), engages in public education, advises persons with disabilities seeking employment or career advancement and advises government on policy and legislation affecting the employment of disabled people. Publications include "Taking Aim: Job Search Strategies for People with Disabilities," "Profile: 34 People with Disabilities Talk About their Careers" and "What It Takes: Planning an Employment Equity Program for People with Disabilities." The first two are also available in French and on audio cassette (in French and English).

## General Classes or Types of Records

Centre for Disability and Work - Client Groups  
Centre for Disability and Work - Community Development  
Centre for Disability and Work - Public Relations and Information Services

## Information and Administrative Services

This unit coordinates information issues throughout the Operations Division, including operating the Division Management Information System and data input to the system. It provides centralized support services such as desktop publishing, proofreading, publication control/distribution and maintenance of central filing systems. It manages the production and distribution of Operations Division publications.

## Occupational Health and Safety Branch

The branch provides program services related to the Construction Health and Safety Program, Industrial Health and Safety Program, the Mining Health and Safety Program and the Mine Rescue Program. These services are provided through Area/District/Satellite Offices located in the various geographic regions of the province. The programs administer the Occupational Health and Safety Act, and Regulations for Designated Substances, Agents and Materials and the Workplace Hazardous Materials Information System (WHMIS). They also administer the Smoking in the Workplace Act, the Trades Qualifications Act, the Atomic Energy Act, and Regulations respecting Uranium and Thorium Mining, and Mining and X-Ray Safety.

## General Classes or Types of Records

Asbestos Exposure Report  
Asbestos Removal - Notice of Projects  
Asbestos Removal - Notification of Diving Operations  
Asbestos Removal - Notification of Window Cleaning Employees  
Asbestos Removal - Registration of Window Cleaning Employees  
Asbestos Removal - Trench Notification  
Asbestos Removal - Type 3 Notification  
Asbestos in Construction - Approval for Variance

Company/Employer, Environmental/Occupational Health and Safety Records  
Inspections and Investigations (including fatal and non-fatal accidents)  
Merged Support System (MESU) - Chest Clinic  
Merged Support System (MESU) - Clinical Samples  
Merged Support System (MESU) - Environmental Assessment Report  
Merged Support System (MESU) - Radiation Protection Service  
Mine Rescue Program  
Occupational Health and Safety Legislation  
Occupational Health and Safety Merged Information System  
Plans and Drawings (mines, buildings and installations, and policy and planning drawings reviews)  
Registration of Employers in the Construction Industry  
Royal Commission on Asbestos

## Manuals

Construction Health and Safety Operations Manual  
Health and Safety Support Services Branch Manual [under review]  
Industrial Health and Safety Officers' Manual  
Mining Health and Safety Officers' Manual

## Personal Information Banks

Compressed-Air Workers in Tunnelling Projects - Records  
Location: Occupational Health and Safety Branch.Legal Authority: O. Reg. 213/91, s.352.Information Maintained: Name, social insurance number, address, sex, telephone number, age, dates of medical examinations, medical history, previous employment in compressed-air chambers.Uses: Monitor all cases of decompression sickness (bone narcosis); as evidence in any subsequent Workers' Compensation claim.Users: Tunnelling manager and administrative staff.Individuals in Bank: Workers employed in tunnelling projects.Retention and Disposal: Forty years, then destroyed.

Compressed-Air Workers' Medical Reports  
Location: Occupational Health and Safety Branch.Legal Authority: O. Reg. 213/91, s.352.Information Maintained: Name, social insurance number, employer, physical examination report and clinical evaluation, physician's name and recommendations, pre-employment history.Uses: Verify examining physician's recommendations regarding fitness to work in compressed-air chambers.Users: Ministry medical consultants and branch administrative staff.Individuals in Bank: Compressed-air workers in construction projects.Retention and Disposal: Forty years, then destroyed.

Job-Related Fatalities - (construction, industrial, mining)  
Location: Occupational Health and Safety Branch.Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.51.Information Maintained: Name, age, coroner's report, date of death, marital status of deceased, prevailing conditions on site when accident occurred, sex, verdict of coroner's jury.Uses: Establish cause of accident; prevent similar



accidents.Users: Ministry inspectors, coroners, coroner's juries, legal counsel, administrative staff.Individuals in Bank: Individuals who have died as a result of construction, industrial or mining accidents.Retention and Disposal: Lifetime of company plus 40 years (for industrial), 30 years (for construction and mining), then destroyed.

## Chest Clinic

The Chest Clinic deals with identification and prevention of respiratory diseases from occupational exposure to hazardous industrial dusts. Regular surveillance of workers is handled through the Chest Clinic.

### Common Records

Workers' Compensation

### General Classes or Types of Records

Medical Records

Medical Studies

### Personal Information Banks

#### Industrial Employees' Medical Records

Location: Chest Clinic.Legal Authority: R.R.O. 1990: Reg. 845, s.16; Reg. 842, s.17; and Reg. 837, s.16.Information Maintained: Name, social insurance number, address, date of birth, occupation, doctor's name and address, employer, medical reports compiled from pulmonary function tracings/chest x-rays, occupation.Uses: Information source for compensation claims relating to occupational lung diseases, particularly for Workers' Compensation claims; evaluate progress of chest disease.Users: Branch technicians, medical consultants and administrative staff.Individuals in Bank: Industrial employees examined at the Medical Services Chest Clinic.Retention and Disposal: Forty years, then destroyed.

#### Lung-Capacity Testing Results (pulmonary function tracings)

Location: Chest Clinic.Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.12(3).Information Maintained: Name, social insurance number, employer, graph of lung-capacity testing results, height, sex, year of birth.Uses: Prepare report for family or company physician.Users: Chest Clinic medical and technician staff.Individuals in Bank: Miners who have taken lung-capacity testing through the Chest Clinic services.Retention and Disposal: Forty years, then paper destroyed and microfilm transferred to archives.

#### Miners' Medical Records

Location: Chest Clinic.Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.12(3).Information Maintained: Name, social insurance number, clinical notes and opinion of physician, date of birth, family history of illness, place and country of birth, unemployment insurance claim number, x-ray films.Uses: Provide information for diagnosis and treatment, Workers' Compensation claims and mining statistical program.Users: Ministry medical staff.Individuals in

Bank: Miners.Retention and Disposal: Forty years, then destroyed.

#### Workers' Compensation Board Claimants - Medical Files and Chest X-Ray Films

Location: Chest Clinic.Legal Authority: R.R.O. 1990: Reg. 845, s.16; Reg. 842, s.17; and Reg. 837, s.16.Information Maintained: Name, medical report and chest x-rays.Uses: History of individual cases; research files in case histories of slow-growth lung diseases such as silicosis.Users: Branch medical and technician staff.Individuals in Bank: Individuals claiming Workers' Compensation where occupationally related chest disease has been diagnosed.Retention and Disposal: Forty years, then transferred to archives.

## Materials Testing Laboratory

By statute, all wire ropes used in mine hoisting installations must be tested by the Materials Testing Laboratory before use and at intervals during service.

### General Classes or Types of Records

Wire Rope Testing Results and Reports

## Occupational Health Laboratory Service

The Occupational Health Laboratory Service performs chemical analyses of biological specimens, air samples and industrial materials, and assesses the exposure of workers to hazardous substances.

### Personal Information Banks

#### Chemical Hazard Exposure Surveillance Files

Location: Occupational Health Laboratory Service.Legal Authority: O. Reg. 536/81.Information Maintained: Name, social insurance number, sex, date of birth, employers, if able to bear children (females only), lead in urine and blood, occupation, reports on blood cholinesterase.Uses: Detect levels of lead and other metals in workers; medical surveillance program.Users: Ministry laboratory technicians and medical staff.Individuals in Bank: Industrial workers exposed to substances and requiring medical surveillance.Retention and Disposal: Lifetime of company, then destroyed.

## Professional and Specialized Services

The program has a multidisciplinary team of occupational health professionals providing consultation and guidance to field personnel, toxicological assessment of chemicals, notifiability of new chemical and biological agents, statistical analyses of occupational health data, coordination of training program\$, and direction of field research in occupational health.



## Personal Information Banks

### Compressed-Air Workers' Medical Reports

Location: Professional and Specialized Services. Legal Authority: R.R.O. 1990, Reg. 854, s.260. Information Maintained: Name, social insurance number, employer, physical examination and clinical evaluation, physician's name and recommendations, pre-employment history. Uses: Verify examining physician's recommendations regarding fitness to work in compressed-air chambers. Users: Ministry medical consultants and branch administrative staff. Individuals in Bank: Compressed-air workers in construction projects. Retention and Disposal: Forty years, then destroyed.

### Exposure to Potentially Hazardous Processes - Individual Medical Records

Location: Professional and Specialized Services. Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.12(3). Information Maintained: Name, address, age, medical information, physician's opinion, report from Workers' Compensation Board. Uses: Assist in resolving Workers' Compensation claims for occupational diseases by determining involvement with potentially hazardous industrial processes. Users: Ministry medical consultants. Individuals in Bank: Employees exposed to potentially hazardous processes. Retention and Disposal: Lifetime of company, plus 40 years, then destroyed.

### Hazardous or Potentially Hazardous Environmental Conditions - Medical Studies

Location: Professional and Specialized Services. Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.12(3). Information Maintained: Name, address, place and date of birth, sex, social insurance number, OHIP number, driver's licence number, personal habits, parents' occupation, environmental factors, work history, residence history, medical information, cause of death (if applicable). Uses: Health surveillance. Users: Ministry's staff. Individuals in Bank: Individuals suspected at risk from either environmental or occupational factors. Retention and Disposal: Forty years after study completed, then transferred to archives.

## Radiation Protection Service

The Radiation Protection Service conducts tests and provides advice to protect workers and the general public from the harmful effects of radiation. This office administers the X-ray Safety Regulation 632/86 under the Occupational Health and Safety Act. The laboratory within the service analyzes the radioactivity of materials from mining operations, nuclear reactors and users of isotopes.

### General Classes or Types of Records

Radioisotopic Licences

## Personal Information Banks

### Radiation Exposure Reports

Location: Radiation Protection Service. Legal Authority: Ministry of Labour Act, R.S.O. 1990, c.M.29, s.6(a). Information Maintained: Name, badge radiation readings, badge serial number, date badge used from, group code (company name), report date, type of radiation received. Uses: Statistical analysis; monitor companies for high readings; set radiation standards. Users: Senior Radiation Protection Service staff. Individuals in Bank: Workers using X-rays and/or atomic radiations. Retention and Disposal: One year, then destroyed.

## Agencies

### Industrial Disease Standards Panel

The Industrial Disease Standards Panel is mandated to investigate possible industrial disease in the province, make findings on probable connections between disease and the workplace, develop criteria and eligibility rules for evaluating compensation claims and report its findings to the Workers' Compensation Board.

### General Classes or Types of Records

Evidentiary Base  
Industrial Diseases Studies  
Minutes

### Labour-Management Advisory Committee

Advises the Minister with respect to persons qualified to act as arbitrators and on matters relating to arbitration.

## Personal Information Banks

### Labour-Management Advisory Committee Members

Location: Labour-Management Advisory Committee. Legal Authority: Labour Relations Act, R.S.O. 1990, c.L.2, s.46(10). Information Maintained: Name, address, expense claims. Uses: Contact or identify members; settle expense claims. Users: Committee chairman, branch director. Individuals in Bank: Members. Retention and Disposal: Two years after member replaced, then destroyed.

### Labour-Management Committee Decisions Re Applications of Prospective Arbitrators

Location: Labour-Management Advisory Committee. Legal Authority: Labour Relations Act, R.S.O. 1990, c.L.2, s.46(10). Information Maintained: Applicant's name, evaluation and decision of committee members regarding suitability of, opinions. Uses: Determine qualified candidates to act as arbitrators; advise Minister. Users: Committee members, senior division staff. Individuals in Bank: Candidates for inclusion on list of arbitrators. Retention and Disposal: Not determined.

## Office of Adjudication

The Office of Adjudication was established in October, 1991. Its purpose is to place certain ad hoc adjudicative functions under common administration. It is responsible for matters under the Occupational Health and Safety Act (heard by the Occupational Health and Safety Adjudicator) and the Employment Standards Act (applications heard by Referees or Adjudicators under various sections of the Act).

### Public Records

#### Occupational Health and Safety Act - Decisions and Appeals

Purpose: Track appeals from initiation to final determination. Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.62. Information Maintained: Name of appellant and other parties to appeal, final decision, status, subject matter of appeal. Retrievability: Assigned file number, then name of appellant. Retention and Disposal: Not determined. Access Procedures: Manager, Library Services, 400 University Avenue, 10th Floor, Toronto, Ontario, M7A 1T7. Tel: (416) 965-1641. Director of Appeals, 400 University Avenue, 6th Floor, Toronto, Ontario, M7A 1T7. Tel: (416) 963-3047.

## Office of the Employer Adviser

The Office of the Employer Adviser (OEA) provides advisory services to employers registered with the Ontario Workers' Compensation Board by responding to telephone inquiries, assisting in appeals and representing clients at the Workers' Compensation Board and Workers' Compensation Appeals Tribunal. Through training and education programs and publications, the OEA enables employers to become more self-reliant in the management of WCB claims. In addition, the OEA advocates on policy matters within government on behalf of employers by communicating their concerns and recommendations to the proper authorities.

The OEA is an agency of the Ministry of Labour and a free service to employers. The OEA budget is fully charged back to the WCB.

The office delivers programs through regional and field offices.

### General Classes or Types of Records

Office of the Employer Adviser - Client Files

### Personal Information Banks

#### Office of the Employer Adviser - Client Files

Location: Office of the Employer Adviser. Legal Authority: Workers' Compensation Act, Section 77. Information Maintained: Advisor's personal notes, copies of WCB claim file materials, decisions from the Tribunal, letter to client, photographs, physician's reports, progress data sheets, records of verbal conversations, research material, transcripts, witness statements. Uses: Used to assist employers with appeals and in

their dealings with the Workers' Compensation Board; provide information on WCB procedures and policy, and attend WCB and Appeals Tribunal Hearings. Users: Office administrative staff and Employer Advisers. Individuals in Bank: Employers who deal with the OEA and WCB. Retention and Disposal: Records destroyed 12 years after case is closed.

## Office of the Worker Adviser

The Office of the Worker Adviser (OWA) assists and represents injured workers with WCB claims through all stages of the claims process, including appeals before the Workers' Compensation Board and Workers' Compensation Appeals Tribunal. A resource and information service focusing on Workers' Compensation issues is also available to the public.

Worker Adviser service is provided outside Toronto through Regional Offices.

### Personal Information Banks

#### Office of Worker Adviser - Client Files

Location: Office of the Worker Adviser. Legal Authority: Workers' Compensation Act, R.S.O. c.W.11. Information Maintained: Name, age, sex, education and employment history, family status, financial information, medical evaluation, national or ethnic origin, psychiatric evaluations, psychological data. Uses: Establish and prove client's entitlement to benefits and services pursuant to the Workers' Compensation Act; prepare statistics; evaluate program. Users: Worker advisers and branch administrative staff. Individuals in Bank: Injured workers claiming benefits under the Workers' Compensation Act. Retention and Disposal: Records are destroyed 12 years after the case is closed.

## Ontario Labour Relations Board

The Ontario Labour Relations Board is a neutral, quasi-judicial tribunal which administers the Ontario Labour Relations Act. The Act gives the Board power to deal with specific labour relations matters, including: certification of a trade union, termination of a trade union's bargaining rights, complaints of unfair labour practices, first contract arbitration, declarations of successorship of employers or trade unions, cease and desist orders and declarations of illegal strikes and lockouts, trusteeship of locals of trade unions, consent to prosecute, arbitration of grievances in the construction industry, and trade union jurisdictional disputes.

The Board also deals with declarations of illegal strikes and lockouts, cease and desist orders and consents to prosecute under the School Boards and Teachers' Collective Negotiations Act; employee complaints of being disciplined, penalized or coerced for acting in compliance with the Occupational Health and Safety Act, Smoking in the Workplace Act, and the Environmental Protection Act; and declarations of successorship under the Successor Rights (Crown Transfers) Act. Certain



provisions of the Hospital Labour Disputes Arbitration Act and the Colleges Collective Bargaining Act are administered by the Board.

For the general public, the Board publishes an Annual Report, a booklet entitled "Guide to the Labour Relations Act", a monthly report of decisions entitled "Ontario Labour Relations Board Reports", and three pamphlets: "Rights of Employees, Employers and Trade Unions", "Certification by the Ontario Labour Relations Board", and "Unfair Labour Practice Proceedings Before the Ontario Labour Relations Board". The Board's library is also open to the public (326-7469).

### General Classes or Types of Records

Case Files

Judicial Reviews

OLRB Reports Subscriptions

## Pay Equity Commission

The Pay Equity Commission has been established to assist all parties in achieving pay equity in the workplace. The commission is comprised of the Pay Equity Office, which has a mandate to provide information and public education, policy and research and complaint resolution; and the Pay Equity Hearings Tribunal, which hears and determines all matters and disputes that arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, an individual employee or, if the matter is referred to the Tribunal, by the Pay Equity Office.

Implementation of the Pay Equity Act is a self-managed process undertaken by employers and employees or bargaining agents, with minimal involvement, if any, from the commission.

### General Classes or Types of Records

Background Materials Relating to Bills 105, 154 and 168  
Case Files and Indices

Policies and Guidelines for Interpreting the Act

Published Educational Materials on Pay Equity

Research Papers on Predominantly Female Sectors of the Economy

### Personal Information Banks

Pay Equity Office - Complaints Files

Location: Pay Equity Commission. Legal Authority: Pay Equity Act, R.S.O. 1990, c.P.7. Information Maintained: Name and address of complainant, objector and respondent; name and address of enquirers. Uses: Investigate and resolve objections and complaints; respond to enquiries; maintain statistics on complaints, objections and enquiries. Users: Pay Equity Office staff. Individuals in Bank: Complainants, objectors, respondents and enquirers. Retention and Disposal: Not determined.

## Pay Equity Hearings Tribunal

The Pay Equity Hearings Tribunal, an independent quasi-judicial adjudicative-body, hears and decides disputes between parties in relation to the Pay Equity Act.

### General Classes or Types of Records

Case Files

## Public Service Appeal Boards

The Public Service Grievance Board and Public Service Classification Rating Committee (326-1388) are tribunals that hear appeals about non-bargaining unit Ontario Public Service employees' grievances regarding discipline, dismissal, working conditions and job classification. The Crown Employees Grievance Settlement Board (326-1388) hears grievances arising in bargaining units represented by the Ontario Public Service Employees Union (OPSEU); Ontario Liquor Boards Employees Union (OLBEU); Canadian Union of Public Employees (CUPE 1750); Workers' Compensation Board (CUPE 767); Ontario Housing Corporation (Metropolitan Toronto), (CUPE 3096); Ontario Housing Corporation (Provincial Division); Amalgamated Transit Union, Local 1587 (ATU); and GO Transit. The Ontario Public Service Labour Relations Tribunal (326-1388) hears appeals regarding union representation, unfair labour practices, bad-faith bargaining, union dues, inclusions and exclusions of employees in bargaining units and it administers the Crown Employees Collective Bargaining Act. Ad hoc arbitration boards hear and adjudicate disputes between employers and unions.

## Classification Rating Committee

The committee adjudicates grievances concerning position classification filed by persons employed in a managerial or confidential capacity and excluded from application of the Crown Employees Collective Bargaining Act.

### General Classes or Types of Records

Case Files and Judicial Reviews

### Personal Information Banks

Classification Rating Committees Case Files

Location: Classification Rating Committee. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47; R.S.O. 1980, Reg. 881. Information Maintained: Name and address of griever, name of ministry, type of grievance and remedy requested. Uses: Process application from initial stage to its final determination. Users: Members and administrative staff of the committees. Individuals in Bank: Public servants who have filed for a hearing before the committee. Retention and Disposal: Fifteen years, then transferred to archives.



## Crown Employees Grievance Settlement Board

The board adjudicates employee organization and employer rights disputes, including such matters as dismissals, suspensions, other forms of discipline, working conditions and classification.

### General Classes or Types of Records

Case Files and Judicial Reviews

### Personal Information Banks

#### Crown Employees Grievance Settlement Board Case Files

Location: Crown Employees Grievance Settlement Board. Legal Authority: Crown Employees Collective Bargaining Act, R.S.O. 1990, c.C.50; R.R.O. 1990, Reg. 258 and Reg. 259. Information Maintained: Name and address of individual, applications filed by union on behalf of the grievor, name of union and ministry, remedy requested, type of grievance. Uses: Process application from initial stage to final determination. Users: Chairman, vice-chairmen, members. Individuals in Bank: Public servants on whose behalf the union has filed a grievance before the board or who have filed a grievance on their own behalf. Retention and Disposal: Fifteen years, then transferred to archives.

## Ontario Public Service Labour Relations Tribunal

The tribunal administers the Crown Employees Collective Bargaining Act and adjudicates matters referred to it by government employers, employee organizations or employees, such as representation rights, unfair labour practices complaints, bad-faith bargaining, successor rights, alleged strikes and lock-outs, consent to prosecute, inclusions and exclusions of employees in bargaining units, exemptions from payment of union dues and the duty of fair representation owed by employee organizations to individual employees.

### General Classes or Types of Records

Case Files and Judicial Reviews

### Personal Information Banks

#### Ontario Public Service Labour Relations Tribunal Case Files

Location: Ontario Public Service Labour Relations Tribunal. Legal Authority: Crown Employees Collective Bargaining Act, R.S.O. 1990, c.C.50; R.R.O. 1990, Reg. 258 and 259. Information Maintained: Name and address of individual, name of union and ministry, remedy requested, type of complaint or request. Uses: Adjudicate matters through process of mediation, investigation and formal hearing. Users: Chair, Vice-Chair, members and administrative staff of the tribunal. Individuals in Bank: Public servants affected by applications filed before the tribunal. Retention and Disposal: Fifteen years, then transferred to archives.

## Public Service Grievance Board

The board adjudicates grievances concerning non-bargaining unit employees and involving matters such as dismissal, suspension, other forms of discipline, merit increases, promotion and transfer.

### General Classes or Types of Records

Case Files and Judicial Reviews

### Personal Information Banks

#### Public Service Grievance Board Case Files

Location: Public Service Grievance Board. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47; R.R.O. 1990, Reg. 977. Information Maintained: Name and address of grievor, name of ministry, remedy requested, type of grievance. Uses: Process application from initial stage to final determination. Users: Chair, members and administrative staff of the board. Individuals in Bank: Public servants who have filed for a hearing before the board. Retention and Disposal: Fifteen years, then transferred to archives.

# LAMBTON COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Lambton College of Applied Arts and Technology  
P.O. Box 969  
Sarnia, Ontario  
N7T 7K4  
(519) 542-7751

## Access

Freedom of Information and Privacy Coordinator  
Lambton College  
P.O. Box 969  
Sarnia, Ontario  
N7T 7K4  
(519) 542-7751



A public reading room for the review of manuals and other information is open during regular office hours in the college library at the Clearwater Campus.

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Lambton College provides high-quality education and training in technology, applied arts, business, health sciences, and general arts and science, with a flexible learning environment for adults who wish to find meaningful work and self-fulfilment in a changing society.

Lambton College is governed by a Board of Governors and is organized into four divisions reporting to the President. The college's primary campus and administrative headquarters are on London Road in Sarnia with a secondary site on Front Street in Sarnia.

## Academic

The division is headed by the Vice President, Academic and is responsible for all educational offerings. It has six departments: Technology and Applied Science, Business and General Arts, Health Sciences and Applied Arts, Industrial Training, Continuing Education and Development.

## Administration

The division provides administrative support services for the college and is headed by a Vice President. The division is organized into five departments: Finance, Computer Services, Purchasing, Bookstore and International Education.

### Common Records

Employee Personnel, Payroll and Benefits Records

### General Classes or Types of Records

Faculty/Student Exchanges  
Foreign Contracts  
International Student Recruitment

## Board of Governors

The board of governors is appointed by the Ontario Council of Regents and is responsible for establishing college goals and policies, allocating resources and for the general overview of college operations. The President is an ex-officio member of the board.

### General Classes or Types of Records

Appointment Records to Board and Advisory Committees  
Bylaws  
Committee Records  
Membership Register  
Minutes  
Policies

## Human Resources and Facilities

The division is headed by a Vice President and is organized into two departments: Human Resources and Physical Resources.

### Common Records

Employee Personnel, Payroll and Benefits Records  
Health and Medical Records  
Library Users Lists  
Ombudsman/Human Rights Commission  
Workers' Compensation

## International Education

This office is responsible for the recruitment of international students, faculty and student foreign exchanges, and contract work involving other countries.

### General Classes or Types of Records

Faculty/Student Exchanges  
Foreign Contracts  
International Student Recruitment

## Freedom of Information

The office is responsible for implementing the Freedom of Information and Protection of Privacy Act within the college.

## President's Office

Appointed by and responsible to the Board of Governors, the President is Chief Executive Officer responsible for planning and for managing the business affairs of the college.

**Student Services Division**

The division is headed by a Vice President and provides a variety of support and enrolment services for students. The division has seven departments: Registrar, Educational Resources, Placement and Career Services, Financial Aid and Housing, Athletics, Student Recruitment/Public Relations and Facilities Scheduling.

**Common Records**

Graduate and Alumni Records

Health and Medical Records

Library Users Lists

Ontario Student Assistance Program

Student Applications

Student Athletics and Fitness Programs

Student Counselling

Vocational Testing and Counselling



# LIQUOR CONTROL BOARD OF ONTARIO

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## Head

Chair

Liquor Control Board of Ontario  
55 Lake Shore Boulevard East  
Toronto, Ontario  
M5E 1A4  
(416) 864-2400

## Access

Freedom of Information and Privacy Coordinator  
Liquor Control Board of Ontario  
Suite 101, 55 Lake Shore Boulevard East  
Toronto, Ontario  
M5E 1A4  
(416) 864-2462



A public reading room for the review of manuals and other information is open during regular office hours at Suite 101, 55 Lake Shore Boulevard East, Toronto.

Under the provisions of the Liquor Control Act, the Liquor Control Board of Ontario (LCBO) purchases spirits, wines and beers from 40 countries worldwide for sale in a socially responsible manner to Ontario consumers and to the province's 14,000 licensed establishments.

Revenues generated by the LCBO help fund a wide range of important provincial government social programs and services.

The LCBO operates five regional warehouses that service more than 600 retail liquor stores throughout Ontario. Through this integrated distribution network, more than 2,800 General List products are available to consumers.

The LCBO also operates four Vintages stores, as well as Vintages' Corners in many of its regular stores, offering an additional 1,500 premium wines, beers and spirits, frequently as special releases and one-time offerings. Vintages' products can also be ordered through regular LCBO stores. Consumers can order thousands more unique and hard-to-find products through the LCBO's Private Stock ordering program.

In keeping with its strategy of matching products and services with the needs of the community and marketplace, the LCBO operates nearly 80 agency stores in partnership with established retailers in mostly northern communities where the local population is insufficient to support a regular LCBO store.

For travellers leaving the country, there are duty-free stores at Pearson International Airport and another at Ottawa

International Airport. In addition, the LCBO regulates 10 land border point duty-free stores. It also regulates the sale of beer through more than 400 Brewers Retail stores. The LCBO oversees the production of Ontario wine and its sale through some 326 authorized retail outlets owned by various wine producers operating in the province.

A recognized world leader in technological analysis and research, the LCBO's Quality Assurance Laboratory regularly tests alcoholic beverages sold in Ontario. This testing ensures products sold by the LCBO comply with the standards required under the Federal Food and Drug Act and the LCBO's own high standards for consistent quality and taste.

For more information about LCBO products and services, call the LCBO Infoline toll-free at 1-800-668-5226. In Toronto call 365-5900.

## Distribution Division

This division is responsible for ensuring transportation, customs and warehousing services.

## General Classes or Types of Records

Consignment Records  
Custom-Bonded Warehouse  
Customs and Traffic Documentation  
Inventory Records  
Policy (for general management)  
Private Stock  
Systems Documentation  
Traffic and Customs

## Personal Information Banks

### Private Stock Agents

Location: Distribution Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, address, application forms, business background. Uses: Determine suitability of applicant to operate as a private stock agent. Users: Private Stock Department staff and Legal Office. Individuals in Bank: Individuals seeking authority to operate a private stock agents. Retention and Disposal: Not determined.

## Finance and Administration Division

The division develops and maintains financial systems for LCBO funds and assets, administers the government's pricing policies, develops cost-justification standards, performs post-project financial evaluations and is responsible for all administrative matters and support services in the LCBO. It is comprised of Treasury Operations, Accounting Operations, Budgets and Financial Planning, Financial Quality Assurance, Financial and Policy Planning and Administration.

**Common Records**

Employee Personnel, Payroll and Benefits Records

**General Classes or Types of Records**

Accounts Payable and Receivable  
 Administrative Services Correspondence  
 Banking  
 Budget Control Records  
 Committee Meetings - Minutes  
 Expense Claims  
 Financial Statements - Annual Reports  
 General Ledger  
 Insurance Claims  
 Payroll Records  
 Print, Mail and Messenger Service  
 Products Pricing Policy Records  
 Purchase Orders  
 Records Management  
 Special Studies and Review Projects  
 Supplier/Vendor Information and Lists  
 Visual Identity Records

**Manuals**

Budget Manual (stores)  
 General Accounting Procedures  
 Records and Forms Management

**Personal Information Banks****Garnishment of Wages**

Location: Finance and Administration Division.Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3.Information Maintained: Name, address, personal financial information.Uses: Determine proper deductions from employee wages due to garnishments.Users: Payroll Office staff.Individuals in Bank: LCBO employees.Retention and Disposal: Not determined.

**TD1 Exemption Forms**

Location: Finance and Administration Division.Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3.Information Maintained: Name, address, social insurance number, date of birth, information relating to dependants.Uses: Determine tax exemptions when issuing paycheques.Users: Payroll Department staff.Individuals in Bank: LCBO employees.Retention and Disposal: Current plus four years, then disposed.

**Vintage Courtesy Card Applications**

Location: Finance and Administration Division.Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3.Information Maintained: Name, address, social insurance number, credit check information, driver's licence number, employment, salary, spouse's name.Uses: Determine suitability of applicant to receive a vintage courtesy card.Users: Staff of Retail Accounting Department.Individuals in Bank: Individuals

applying for vintage courtesy cards.Retention and Disposal: Not determined.

**Human Resources Division**

The division develops and administers policies and procedures on human resources corporate recognition programs, compensation programs, benefits and employee records, systems development, staffing, employment equity and human rights, planning, training and development, employee relations, negotiation, interpretation and administration of collective agreement, grievance and arbitration proceedings, health and safety and Workers' Compensation Board administration.

The division includes the Vice President's office, Strategic Human Resources Management (Corporate Compensation, Corporate Benefits and Corporate Human Resources Planning and Development), Human Resources Services and Staff Relations (Human Resources Services, which includes Head Office and Regional Offices, Staff Relations, Occupational Health and Safety, Workers' Compensation, Employee Assistance Program and Health Centre), Human Resources Information Systems and Administration (Human Resources Systems and Records).

**Common Records**

Employment Equity Program  
 Workers' Compensation

**General Classes or Types of Records**

Benefits (staff and management)  
 Budgets and Financial Statements  
 Business Proposals/Plans  
 Committee Meetings - Minutes and Recommendations  
 Compensation (staff and management information)  
 Human Resource Planning (research and comparative information)  
 Job Classification (systems, surveys)  
 Recruitment and Selection  
 Special Studies/Projects (attitude surveys, French language proficiency)  
 Training and Development (programs and schedules)  
 Tuition Assistance (applications, reimbursements)

**Personal Information Banks****Attendance Recording System**

Location: Human Resources Division.Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3.Information Maintained: Name, social insurance number, attendance history, date of birth.Uses: Record absences and/or hours worked.Users: Line managers, department staff.Individuals in Bank: All permanent, permanent part-time and contract employees.Retention and Disposal: Fifty years from date of termination, then destroyed.



Employee Assistance Program

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, address, telephone number, assistance sought, commencement of employment, date of birth, sex, dependants, marital status, previous treatment, program participation, progress and contact notes, referral source. Uses: Provide support and referral services to employees in need of assistance. Users: Employee Assistance Coordinator. Individuals in Bank: Permanent employees. Retention and Disposal: Two years after termination, then destroyed.

Employee Records, Benefits and Compensation (Personnel Files)

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, social insurance number, address, beneficiaries, correspondence, date of birth, sex, discipline reports, education, employment and remuneration history, employment contracts, information release consent forms, injury claims, job applications, marital status, memos, merit increase recommendations, miscellaneous performance observations, notes to file (telephone conversations, questions asked, advice given), performance appraisals, present position and work location, record of inconsistent use/disclosure, rehabilitation history, retirement options, routine medical information, spouse's/dependants' information, tax exemptions, termination data, training/development details, tuition assistance requests, unemployment insurance records, union affiliation, vacation, sick time and other leaves of absence, veteran status. Uses: Administer benefits and compensation; prepare payroll; document current employment status; general personnel management administration; record career objectives and development as well as work history. Users: Human Resources staff, line and senior managers, Audit staff, executive offices, LCBO employees. Select information to Payroll Department, Ministry of Government Services (Employee Benefits and Data Services), employees' union, insurance companies. Individuals in Bank: Full-time, part-time, casual and contract LCBO employees. Retention and Disposal: Fifty years after termination, then destroyed.

Employment Equity

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Social insurance number, disability/impairment, ethnic origin, language(s) spoken, sex. Uses: Administer Employment Equity Program; compile demographic and other statistical analyses. Users: Employment Equity staff, Vice-Presidents, Executive Vice-President. Individuals in Bank: Full- and part-time LCBO employees. Retention and Disposal: Period of employment, then destroyed.

Formal Complaint Information

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained:

Name, job classification, start date, department, notice of formal complaint, statement of complaint, name of respondent(s), name of witness(es), third party statements, investigation documents, summary report, recommendations, legal consultation advice, action taken, correspondence. Uses: Record complaints, investigation and action taken. Users: Directors, vice-presidents, LCBO legal counsel, executive offices. Individuals in Bank: Permanent management and excluded staff who have had a formal complaint. Retention and Disposal: Not determined.

Health Centre Information

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, social insurance number, address, telephone number, date of birth, sex, correspondence concerning health problems, current physical condition, disability, employment history, family doctor, general medical information, job classification, marital status, medical history, pay rate, time loss. Uses: Record medical history, present physical and mental condition, ability to perform assigned duties; document disability and absence due to illness or injury; authorize sick leave payments. Users: Health Centre staff. Individuals in Bank: Permanent, part-time and casual LCBO employees. Retention and Disposal: Fifty years after termination, then destroyed.

Human Resources Administration Information

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, address, employment history, file notes, investigation reports on disciplinary matters, memoranda from supervisors, recommendations of the Discipline Committee, store visitation reports. Uses: Record investigations, recommendations and action taken on disciplinary matters. Users: Staff Relations personnel, LCBO legal counsel, department heads. Individuals in Bank: LCBO employees. Retention and Disposal: Fifty years after termination, then destroyed.

Human Resources Planning Information

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, social insurance number, French language proficiency level, career development plans, date of birth, education and training, employment history, performance appraisal summaries, remuneration, succession data, work location. Uses: Identify employee skills, interests and qualifications for possible development, promotion and work assignment; compile statistical information. Users: Human Resources Planning and Development staff, line and senior managers, Succession Planning Committee. Individuals in Bank: Full-time, part-time, contract and casual LCBO employees. Retention and Disposal: Current plus five years, then destroyed.

Human Rights Information

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Details of discrimination, Ombudsman's investigation material; names of complainant(s), correspondence, harassment or other



human rights complaints, manager, minutes of meetings, recommendations for resolution, respondent(s), statements, supervisor, witnesses and interested parties; investigation documentation.Uses: Document incidents; investigate and resolve complaints.Users: Human Rights staff, senior management.Individuals in Bank: LCBO employees who have lodged complaints.Retention and Disposal: Not determined.

#### Recruitment/Selection Information

Location: Human Resources Division.Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3.Information Maintained: Name, social insurance number, address, telephone number, application for employment, application for posted competition, character references, correspondence, date of birth, education, employment history, employment references, job classification, job competition criteria (qualifications, interview questions), job vacancy postings, language skills, lists of competition candidates, performance evaluations, recruitment procedure documentation/authorization, security clearance, seniority dates, test results, work location.Uses: Identify candidates for employment opportunities; document recruitment/selection procedure.Users: Human Resources Services staff, line managers, selection panels, senior employees.Individuals in Bank: Applicants, LCBO employees.Retention and Disposal: Applications - 18 months, then destroyed; competition files - current plus 2 years, then destroyed.

#### Security Clearance Information

Location: Human Resources Division.Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3.Information Maintained: Name, social insurance number, address, conviction(s), date and particulars of offence(s), date of birth, sentence, trial date and location.Uses: Determine suitability for employment.Users: Vice-President, Human Resource Division.Individuals in Bank: Applicants seeking permanent or temporary employment with the LCBO.Retention and Disposal: Eighteen months, then destroyed.

#### Staff Relations Information

Location: Human Resources Division.Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3.Information Maintained: Name, address, telephone number, correspondence, employment history, work location, final disposition of grievance, grievance forms, job classification, negotiations, notices, records of meetings, relevant documentation, resolution proposals, responses.Uses: Document the process and resolution of grievances; identify differences in interpretation/administration of the collective agreement; identify area of disagreement between employer, employees and the union.Users: Staff Relations and senior Human Resources and management staff, legal counsel.Individuals in Bank: LCBO employees submitting grievances under the collective agreement.Retention and Disposal: Fifty years, then destroyed.

#### Training and Development Information

Location: Human Resources Division.Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3.Information Maintained:

Name, social insurance number, address, work location, work telephone number, certificate, diploma, degree, completion results, test scores, correspondence, course locations, job classification, length of service, reimbursement information, smoker/non-smoker, trainers' schedules, workshop participation.Uses: Record employee's training history; provide information for course eligibility and reimbursement of expenses; develop additional training programs.Users: Human Resources training staff.Individuals in Bank: Full-time, part-time and casual employees.Retention and Disposal: Not determined.

#### Workers' Compensation Board Information

Location: Human Resources Division.Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3.Information Maintained: Name, social insurance number, address, appeal information, correspondence, details of accidents/injuries, disposition of claims, documentation, employment history, medical information, name of family doctor, names of medical practitioners consulted, names of witnesses, pay rate, position classification, statements of disability, time loss.Uses: Document accidents and injuries; supply information for disposition of claims; authorize leave; record eligibility to resume work.Users: Health Centre and Human Resources staff.Individuals in Bank: Permanent and temporary LCBO employees.Retention and Disposal: Fifty years after termination, then destroyed.

### **Information Technology Division**

The Information Technology Division provides information management systems and services to support senior management in meeting the LCBO mission.

#### **General Classes or Types of Records**

Central Computer Standards and Procedures  
Central Computing Facilities  
Committee Meetings/Minutes  
Computer Facilities and Uses  
Data Resource Management  
Distribution Systems  
End User Computing  
Finance Systems  
Human Resource Systems  
Information Services  
Information Technology Planning Department  
Merchandising Systems  
Office of the Vice President  
Production Services  
Quality Assurance  
Results of Systems Analyses  
Retail Systems  
Systems Development Standards and Procedures  
Systems Facilities  
Systems HR Planning  
Systems Planning and Resources  
Technical Services

## Merchandising Division

This division is responsible for marketing research activity, in-store merchandising activity (including store layouts), product management (including selection of products and assortment planning), as well as program development of new merchandising initiatives. It is comprised of the Product Management Department, Quality Assurance, Marketing Research, Promotions and Visual Communications, Product Administration and Vintages.

### General Classes or Types of Records

Customer Surveys  
LCBO Sale of Data program  
Laboratory Analysis Reports  
Market Research  
Product Displays  
Products and Listings  
Promotional Items  
Purchases of Spirits, Wine and Beer

## Office of the Chair

The Office of the Chair is comprised of the Chair's Office, Legal Counsel, General Audit, Corporate Relations Division (Communications Department, Board of Directors) and Corporate Services Division (Policy and Issues Management Department, Environmental Management Department, French Language Services Department, Freedom of Information Office).

### General Classes or Types of Records

Audit Records  
Board Meetings - Minutes and Correspondence  
Briefing Notes  
Cabinet Submissions  
Communications Records  
Corporate Initiatives - Reports and Studies  
Correspondence  
Draft Legislation  
General Correspondence  
Legal Records  
Management Board Submissions  
Orders-in-Council  
Policy Proposals and Position Papers

### Manuals

Administrative Manual  
Freedom of Information Manual

### Personal Information Banks

#### Duty-Free Shops at Land Border Points and Airports

Location: Office of the Chair. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18 s.3. Information Maintained: Contracts (LCBO/private operators of duty-free shops in Ontario). Uses: Bill private operators for duty-free liquor purchases; ensure private operators conform to the terms of the contract. Users: Legal Office, Policy and Issues Management, Traffic and

Customs. Individuals in Bank: All private operators of duty-free liquor shops in Ontario. Retention and Disposal: Not determined.

#### Liquor Delivery Service Files

Location: Office of the Chair. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18 s.3. Information Maintained: Name, address, application and reference check forms, business/personal background, criminal record history. Uses: Determine suitability of applicant to operate a liquor delivery service. Users: Environmental management staff. Individuals in Bank: Individuals/Companies seeking authority to operate a liquor delivery service. Retention and Disposal: Files to be transferred to the Liquor Licence Board of Ontario in 1995.

#### Sacramental Wine Vendors

Location: Office of the Chair. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, address, application forms. Uses: Determine suitability of applicant to operate as a sacramental wine vendor. Users: Legal Office, Audit, Policy and Issues Management. Individuals in Bank: Individuals/Companies seeking authority to operate as a sacramental wine vendor. Retention and Disposal: Not determined.

#### Wine and Spirits Writers

Location: Office of the Chair. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Names and home addresses of wine and spirits writers. Uses: Distribute information such as news releases, product updates, price lists, etc., to wine journalists on a weekly basis. Users: Communications Department staff. Individuals in Bank: Individuals/companies seeking authority to operate as a sacramental wine vendor. Retention and Disposal: Not determined.

## Office of the Executive Vice-President

The Executive Vice-President is responsible for managing the corporation in conformance with direction from the Board of Directors and Chair. The office includes the Loss Prevention and Security Department, and the Strategic and Operational Planning Department.

### General Classes or Types of Records

Internal/External Reports and Analysis  
Procedure and Policy Documentation and Analysis  
Project Management and Task Force Documentation  
Statistical Analysis  
Various Data Bases

### Personal Information Banks

#### Investigative Case Papers

Location: Office of the Executive Vice-President. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, social insurance number, address, date of birth and job classification, details of investigation methods, job classification of suspect/perpetrator,

statements of witnesses and disposition of case, (witness statements include name, address, date of birth and job classification), work location.Uses: Document the process of investigations into criminal acts committed against the LCBO; detail reportable incidents that occur in LCBO premises.Users: Loss Prevention and Security Department staff.Individuals in Bank: LCBO employees who have been investigated for criminal acts against the LCBO. LCBO employees and members of the public interviewed as witnesses. Members of the public involved in reportable incidents that occur on LCBO premises.Retention and Disposal: Not determined.

#### Record of Investigations

Location: Office of the Executive Vice-President.Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3.Information Maintained: Name, social insurance number, address, date of birth, status and disposition of case, work location.Uses: Record investigations and action taken on criminal offences committed against the LCBO.Users: Loss Prevention and Security Department staff.Individuals in Bank: LCBO employees who have been investigated for criminal offences against the LCBO.Retention and Disposal: Not determined.

### **Retail Division**

The division is responsible for the operation of retail stores. It comprises Customer Service and Administration, consisting of Regular, Agency and Duty-Free Stores, Distribution Depots and Vintage-Wine Consultant Coordination, Store Development and Real Estate, and four regional offices.

#### **Common Records**

Parking Records

#### **General Classes or Types of Records**

Administration Records (by store)  
Agency Store Contracts  
LCBO Store Name and Address File  
Real Estate Documents  
Receipts and Inventory (by store)  
Refusal Reports  
STNA I  
STNA II  
Sales and Financial Records (by store)  
Special Occasion Permits  
Store Designs/Layouts

#### **Manuals**

Agency Manual  
IMPACT Manual

#### **Personal Information Banks**

##### Agency Stores

Location: Retail Division.Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3.Information Maintained: Name,

address, application forms, business background, licence.Uses: Determine suitability of applicant to operate an agency store under contract.Users: Agency Stores staff, Executive Office, Legal Office, Manuals Department, Finance and Administration Division.Individuals in Bank: Individuals operating agency stores under licence.Retention and Disposal: Not determined.

##### Customer Service Files

Location: Retail Division.Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3.Information Maintained: Name, address, telephone number.Uses: Record products purchased and returned.Users: Retail Division staff.Individuals in Bank: Individuals who have purchased and/or returned products carried by the LCBO.Retention and Disposal: Two years, then destroyed.



# LOYALIST COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chairperson, Board of Governors  
Loyalist College of Applied Arts and Technology  
Wallbridge-Loyalist Road  
P.O. Box 4200  
Belleville, Ontario  
K8N 5B9  
(613) 969-1913

## Access

Freedom of Information and Privacy Coordinator  
Loyalist College  
Wallbridge-Loyalist Road  
P.O. Box 4200  
Belleville, Ontario  
K8N 5B9  
(613) 969-1913

A public reading room for the review of manuals and other information is open during regular college hours in the Anderson Resource Centre on the main floor of the Kente Building, Belleville.

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Loyalist College offers full- and part-time programs in the fields of science and technology, business and computer studies, health and community services, media and tourism, occupational upgrading, apprenticeship and continuing education.

Loyalist College is governed by a 17-member Board of Governors, which includes the President as ex-officio member and secretary-treasurer. The college is organized into two academic divisions (Applied Arts, Business and Health Services, and Science and Technology and Continuing Education) and three administrative divisions (Finance and Administration, Human Resources and Student Services). The main campus is located in Belleville, with other teaching locations throughout the counties of Hastings, Lennox and Addington, Northumberland and Prince Edward.

## Applied Arts, Business and Health Services Division

The Dean of Applied Arts, Business and Health Services, is responsible for the delivery of full-time academic programs in the Business and Computer Studies, Media and Tourism, Health and Community Services, and Human Studies departments.

## Common Records

Teacher Workload Records (Standard Workload Form)

## Board of Governors

The Board of Governors consists of 12 appointed members chosen from the external community, four elected members chosen from the college, and President in an ex-officio capacity. The board's function is to establish goals and policies, and to monitor and evaluate operational and educational results. The board has two standing committees: Academic and Student Affairs, and Finance, Property and Personnel.

## Common Records

Board of Governors Membership

## General Classes or Types of Records

Bylaws  
Membership Register  
Minutes of Board and Standing Committees

## Finance and Administration Division

The Director of Finance and Administration provides the college with a variety of administrative support services, including finance and accounting, plant and property management, library and audio-visual services, purchasing and data centre services.

## Common Records

Library Users Lists

## Manuals

Policy and Procedures Manual

## Human Resources Division

This division provides human resources and personnel management functions for the college, as well as administering the college cafeteria.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Job Competitions and Applications  
Ombudsman/Human Rights Commission  
Workers' Compensation

## Office of the President

Appointed by and responsible to the Board of Governors, the President is Chief Executive Officer with full authority to manage and direct the business and educational affairs of the college.

## **Student Services Division**

This division administers student admissions and registration, and offers a wide range of student services such as counselling, job placement, athletic and fitness programs, and student health services.

### **Common Records**

Co-op, Work Term, Final Job Placements  
Graduate and Alumni Records  
Health and Medical Records  
Ontario Student Assistance Program  
Student Applications  
Student Athletics and Fitness Programs  
Student Registration and Academic History  
Tests, Examinations and Assessments

## **Technology and Continuing Education Division**

The Dean of Applied Science and Technology and Continuing Education delivers full-time academic programs in the departments of Chemical, Electronics, Environmental and Building as well as part time continuing education programs. This division also administers government-sponsored skills/academic upgrading programs such as FUTURES and Ontario Basic Skills.

### **Common Records**

FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Teacher Workload Records (Standard Workload Form)

# MANAGEMENT BOARD OF CABINET

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## Head

Chair of Management Board  
12th Floor, Ferguson Block  
77 Wellesley Street West  
Toronto, Ontario  
M7A 1N3  
(416) 327-2333

## Access

Freedom of Information and Privacy Coordinator  
Management Board Secretariat  
Suite 802, 101 Bloor Street West  
Toronto, Ontario  
M5S 1P7  
(416) 327-2187



A public reading room for the review of manuals and other information is open during regular office hours in the MBS Library on the 4th Floor of Ferguson Block, 77 Wellesley St., West, Toronto.

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The Management Board of Cabinet is the Committee of Cabinet responsible for the management of the public service and the operations of government. In December 1971, the Management Board of Cabinet Act established the board and its secretariat and gave the board its authority. It officially represents the Government of Ontario as the employer of its public servants. The board consists of a chair, a vice-chair and four to six other members of the Executive Council designated by the Lieutenant-Governor-in-Council. The Management Board Secretariat provides staff support to the board in matters related to the Management Board of Cabinet Act and Public Service Act, respectively.

The ministry provides the government with accommodation, information technology and common corporate services, computer support for human resources management and real property, and mortgage administration management services for various provincial housing programs.

Reporting directly to the Deputy is the Communications Services Branch, Legal Services Branch and Employment Equity Office.

## Management Board Secretariat

The Management Board Secretariat provides policy advice and administrative support to the Management Board of Cabinet; leadership to ministries and the Broader Public Sector that

create the conditions for fundamental change and continuous improvement in the operations of government and service to the public; leadership and advice to ministries on all aspects of employee relations; accommodation and realty services to client ministries and agencies; computer and telecommunication services to client ministries and agencies and centralized services, such as collective purchasing, assets disposal, payroll, translation, government mail, central collection and a Citizens' Inquiry Bureau. Divisions and branches are described in the entries that follow.

## Communications Services Branch

The Communications Services Branch provides communications support to the Minister, Deputy Minister and program areas of Management Board Secretariat. The branch also ensures that the secretariat offers integrated and coordinated policies, programs and services to its clients. Other services provided include strategic communications planning, consulting services, operational planning and production of communications products/tools, publishing OPS and ministry publications, dealing with issues management and media relations, and consulting and giving advice to assist ministry staff to provide quality customer service.

The branch is responsible for the Government of Ontario art collection. A curator (416-327-2797) handles the cataloguing of original paintings, conservation and exhibition of the collection. The Quarter Century Club (416-325-1333) is administered through this branch. The Media Studio (416-327-2819), located in the Legislative Building and used by Members of Provincial Parliament, is part of this branch.

## Computer and Telecommunication Services

Computer and Telecommunication Services (CTS) enables the effective delivery of Ontario government programs and services through the supply of information technology.

Offering two major services to its clients, computer processing and telecommunication services, CTS supports a wide variety of programs, from managing computing facilities to providing a sophisticated voice and data network across the province. In addition, CTS provides electronic gateway communication services, voice processing services, electronic data interchange services, credit card authorization services, local area network to local area network data transfer services, digital telephone service for the Toronto area and telephone switch acquisition services.

Through the Ontario Communications Network, CTS provides the provincial government with long-distance telephone services, which enables Ontario government employees access to low-cost intercity calling for government business. As well, it permits government employees to cost-effectively use



telecommunication services such as audio and video teleconferencing, facsimile and radio communication systems.

CTS is establishing a wide-area telecommunications network called the GO-Net, which will integrate all government voice and data networks, resulting in reduced costs and improved network services.

CTS operates two major shared computing centres. Thousands of terminals throughout the province are linked to these facilities through the Ontario government's data network. These centres support ministry programs such as driver licensing, income maintenance assistance and government payroll; and provide processing services and information storage and printing to ministries and government agencies. CTS supports computer processing on customers' sites (facilities-managed sites) and undertakes the acquisition, implementation, operation and management of such facilities.

Working in partnership with ministries to deliver total information technology solutions, the Customer Support Unit offers advice on shared computer processing, facilities-managed computer operations and telecommunications services. For more information, call the Director of Customer Service at (416) 327-3431.

The Service Desk provides one-window access to problem resolution support for CTS mainframe hardware and software services, the Ontario Communications Network and production and utility services. All Service Desk inquiries are tracked, from the time they are made, until they are resolved, to provide the highest service levels possible. Customers can reach the Service Desk at (416) 327-3900.

### **Common Records**

Central Attendance Recording System (CARS)  
Employment Application Inventory  
Identity/Employee Card  
Travel/Expense Accounts

### **General Classes or Types of Records**

Information Technology Asset Inventory  
Vendor Proposals, Evaluations and Contracts

### **Manuals**

Ministry Information Technology Security Guidelines

## **Employment Equity Office**

The Employment Equity Office is responsible for the strategic planning, development and implementation of ministry employment equity programs and initiatives. Functions of the office include program design, monitoring, evaluation, and operational support and advice to staff in areas such as employment equity programs, initiatives, funds, workforce

analysis and the Workplace Discrimination and Harassment Prevention Program.

### **Common Records**

Employment Equity Program

### **General Classes or Types of Records**

Employment Equity Policies

### **Personal Information Banks**

#### Corporate Employment Equity Program

Location: Employment Equity Office. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.4(c). Information Maintained: Name, French language and aboriginal status, social insurance number, date of birth, disability, gender, job classification and title, salary, voluntary data on employee racial minority status, work location. Uses: Monitor progress of designated groups to establish employment equity for designated group members in the areas of recruitment, promotion, training and career mobility. Users: Staff of the Workforce Planning and Employment Equity Branch and Human Resources Services Section, management in the Management Board Secretariat. Individuals in Bank: Participants in the "I Count" census and the "Workforce Profile" survey. Retention and Disposal: Employment work period, then destroyed.

## **Legal Services Branch**

The branch provides employment and labour law advice and services to MBS, the government, and to individual ministries in proceedings before the Ontario Employees Grievance Settlement Board, Public Service Grievance Board, Ontario Public Service Labour Relations Tribunal Pay Equity Hearings Tribunal and the Ontario Human Rights Commission. In addition, counsel participate in the drafting and interpretation of labour statutes, regulations and collective agreements, and contribute to policy development by advising on a wide variety of employment and human resources initiatives, including pensions and human rights, employment equity and pay equity issues.

The branch also provides full-service legal support to MBS to assist it in fulfilling its mandate to provide accommodation and common services to the Government of Ontario and its agencies. In this regard, major areas of practice are land use planning and development; real estate transactions including purchases and sales; expropriations and commercial leasing; commercial law, including government procurement, contracts, construction matters, copyright and computer contracts; and a wide range of litigation with emphasis in the commercial, construction and collections fields. In addition, the branch provides legal services within its area of practice to the Ontario Women's Directorate, the Office for Seniors' Issues, the Office for Disability Issues, the Office of the Lieutenant Governor and the Legislative Assembly.

## Project Renewal

Project Renewal works with Management Board Secretariat program areas to re-engineer their businesses and delay their organizations, to dramatically improve the quality of their service to ministries and agencies. Re-engineering requires a step-by-step analysis of work processes for the purpose of streamlining them.

The project provides staff expertise for workshops involving staff from all areas of the business being analyzed, and in helping program areas to undertake re-engineering and related activities.

Project Renewal supports the Ontario government's efforts to reshape the public service, improve the quality of services, reduce the provincial deficit and revitalize the economy.

### General Classes or Types of Records

- Acquisition and Sales of Real Property
- Administration Budget
- Administrative Policy Material
- Applications re Advertising Competitions
- Collective Bargaining Negotiation
- Construction (bonds and claims, building drawings, contracts, engineering services, performance evaluations and tendering documents)
- Development and Implementation of Information Technology Strategies and Policies
- Employment Equity Data Base
- Fire Safety Plan and General Building Inspection Reports
- Government of Ontario Temporary Administration
- Human Resources Policies and Procedures
- Land Appraisals
- Land Planning and Development Projects
- Management Board Applications, Submissions and Reports Related to Information Technology
- Mortgage and Lease Accounting
- Printing Services Source List
- Purchase Contracts
- Senior Management Classification Standards
- Senior Management Compensation Policies
- Senior Management Compensation Reports and Records
- Senior Management Development Program
- Senior Management Organization Chart
- Staff Development Policy
- Standards for Government Buildings (architectural, building code, energy management, fire code, accountability for disabled)
- Student Employment Program
- Supplier Information Service (SIS)
- Surplus Assets Sales and Disposal
- Telecommunications Network Equipment and Software
- Tender Documents
- Topical and Job Mart Publications

## Manuals

Realty Group Policy Manual and Operating Procedures

## Business Improvement and Information Technology Division

The Business Improvement and Information Technology Division is responsible for the development and administration of government-wide policies and standards for the management of information technology. It provides the lead in government-wide initiatives for strategic management of information technology, service quality, plain language and business process re-engineering.

### General Classes or Types of Records

- Corporate and Ministry Projects on Service Quality
- Corporate and Ministry projects on Plain Language
- Development and Implementation of Information Technology Policies
- Employee Information Surveys
- Information on Service Quality in Other Jurisdictions
- Management Board Applications, Submissions and Reports Related to Information Technology
- Opportunities for Development Program
- Organizational Policy Material

## Data Support Branch

The Data Support Branch was created to provide support and modifications to existing stand-alone applications, generate management information reports from CORPAY and other stand-alone databases, e.g. the Redeployment Information Management Systems and the Employment Equity Database, and to improve the data integrity of the CORPAY system as it relates to human resources information.

It was also charged with tracking, monitoring and reporting for the social contract and CECBA reform.

### General Classes or Types of Records

- CECBA Reform Monitoring
- Employment Equity Reports
- MBS CORPAY Implementation
- Redeployment Information Management Reports
- Research and Statistical Information
- Social Contract Monitoring

## Corporate Services Division

The division provides a wide range of administrative support services for ministry programs, including human resources, audit, finance and office services and information technology services. It also provides financial and administrative services



to the Office of the Lieutenant-Governor, Ontario Women's Directorate, Office For Disability Issues, Office For Seniors' Issues, Information Technology Systems and Services Unit (Cabinet Office) and the Public Appointments Secretariat.

## Audit Branch

This branch provides professional internal auditing services to management through an objective assessment of the adequacy of internal controls and the effectiveness of practices, systems and procedures under which ministry programs and activities operate.

Services include financial audits, compliance audits, operational audits, information technology (IT) audits, special investigations, and consulting and education in financial, accounting, managerial control and IT matters.

## Common Records

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information

## Manuals

Audit Standards: A Handbook for Internal Auditors Audit  
Guides: Suggested Criteria for Internal Auditors Auditing  
Human Resources Management

## Finance and Office Services Branch

The Finance and Office Services Branch provides financial and administrative support to the secretariat and other clients.

Financial Services is responsible for the treasury, controllership, financial planning, payment and revenue control functions, including financial liaison with the Ministry of Finance, Treasury Board, Provincial Auditor and other ministries, boards, commissions and agencies. It also provides administrative/financial support to the special offices.

Office Services handles centralized purchasing, records and forms management, office accommodation for the secretariat and other agencies, asset control, fleet management, employee parking and copy centre services.

## Human Resources Services Branch

The branch is responsible for providing a wide range of human resources services to the ministry and other client organizations.

Services are provided to managers and staff primarily through Human Resources Consultants; generalists in the human resources field who may be located with their clients; and Pay Administration Representatives who process all ministry pay, benefits and position-related transactions and respond to related inquiries.

Specialist services are provided centrally in the following areas: Health and Safety, Organization Design and Job Evaluation, Organizational Development and Training, Redeployment and Staffing, Staff Relations, and Ministry Programs and Employee Recognition. These areas also develop ministry policies, procedures and guidelines on a wide range of human resources matters.

## Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

## General Classes or Types of Records

Delegation of Staffing Authority  
External Recruitment Advertising  
Financial Planning and Monitoring  
Human Resources Management Directives and Guidelines  
Job Advertising Policies for External Media and Job Mart  
Position Descriptions  
Relocation Analysis  
Senior Management Position Files  
Staffing Issues, Policy and Program Development  
Staffing Training Materials, Videos and Films  
Task Force Reports  
Training Materials, Videos and Films  
Training Materials, Videos and Films

## Manuals

Ministry Safety Manual (currently being compiled by our Health and Safety people. Has great potential to be a marketable Information Holding)

## Information Technology Services Branch

The branch is responsible for the development, implementation and maintenance of information technology in support of ministry programs.

The branch provides internal consulting, training and advisory services related to information technology and Information Security. In addition, the branch provides technology planning, office systems support and system, and network operational support.



Library and Information Services provide access to a wide range of books, periodicals and manuals, as well as public electronic information sources.

## Public Appointments Secretariat

Responsible for coordinating the appointments to agencies, boards and commissions in the province of Ontario.

It supports the Premier in administering the public appointments process of Ontario; provides advice and support to ministries in its role in the administration of the public appointments process; provides leadership in all areas of appointments to agencies, boards and commissions, and serves as the focal point in the appointments process.

### Personal Information Banks

#### Applicant and Appointee Database

Location: Public Appointments Secretariat. Legal Authority: Public Service Act, R.S.O. 1980, c.418. Information Maintained: Names, Applications, addresses, resumes, employment/education history. Uses: Assess applicants for appointments to the provinces' agencies, boards and commissions. Monitor appointments made by the province. Users: Staff within The Public Appointments Secretariat and the Ministers' offices. Individuals in Bank: Applicants and Appointees to agencies, boards and commissions. Retention and Disposal: Not determined.

## Operations and Ministry Support Division

The Operations and Ministry Support Division is charged with ensuring the implementation of the secretariat's strategic direction with each ministry through the development of directives, operations, policies and standards, the provision of support, and the creation of systems for evaluation and feedback.

Specifically, the Operations and Ministry Support Division provides advice, support and training in the areas of employment equity, workforce planning, leadership, OPS redeployment, Senior Management Group (SMG) support, training and development, management and organization, freedom of information, employee relations, health and safety, compensations and other related services.

### General Classes or Types of Records

Deputy Minister's Manual

## Employment Equity and Executive Services Branch

The Employment Equity and Executive Services Branch is responsible for providing human resource planning for SMG, such as career counselling, senior management severance,

inventory search service for SMG opportunities. In addition, it is responsible for continuing the implementation of accelerated Employment Equity Program and linking it to the proposed legislation and government initiatives. As part of the employment equity program, the branch is also responsible for the Workplace Harassment and Discrimination Policy review and delivery.

### Common Records

Career Planning/Training  
Employment Application Inventory  
Employment Equity Program  
Workers' Compensation

### Personal Information Banks

#### Employment Application Inventory

Location: Employment Equity and Executive Services Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.4(c) and s.6(1). Information Maintained: None. Uses: Identify potential candidates for senior management positions. Users: Staff of the Leadership Planning and Education Branch. Individuals in Bank: Applicants for provincial government senior management jobs. Retention and Disposal: Six months, then destroyed.

#### Potential Executive Employees' Work History and Career Information

Location: Employment Equity and Executive Services Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.10(2) to (4), s.25 and s.4(f). Information Maintained: Name, work history, skills profiles, career information forms, information relating to appointment, payroll. Uses: Maintain a record of the potential senior management employee's work history; provide information for possible job and developmental opportunities. Users: Staff of the Leadership Planning and Education Branch, Cabinet Office, Executive Development Committee, and the Deputy Minister of the employee. Individuals in Bank: Ontario public servants and Crown employees assessed as having senior management potential. Retention and Disposal: Fifty years after termination, then destroyed; select files to archives.

#### Senior Management Acting Assignments

Location: Employment Equity and Executive Services Branch. Legal Authority: R.R.O. 1990, Reg. 977, s.4(2) and (3). Information Maintained: Name, address, information on acting positions, assignment and payroll documents. Information Maintained: Name, career information forms, information relating to appointment and payroll, skills profiles, work history. Uses: Maintain a consolidated record of all acting assignments to senior management positions; provide statistical data. Users: Staff of the Leadership Planning and Education Branch, select staff at Pension and Benefits Administration Branch, Ministry of Government Services, Deputy Minister, Cabinet Office, select ministry officials as designated by the Deputy Minister. Individuals in Bank: Current and potential

government senior management employees. Retention and Disposal: One year, then destroyed.

#### Senior Management Compensation Record

Location: Employment Equity and Executive Services Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.4(d). Information Maintained: Name, basic employee salary data including pay levels and retirement, forecasts. Uses: Maintain a consolidated listing of senior management salaries and retirement information. Users: Staff of the Leadership Planning and Education Branch, select staff at Pension and Benefits Administration Branch, Ministry of Government Services, Cabinet Office, Executive Development Council, Provincial Auditor, Deputy Ministers. Individuals in Bank: Government senior management employees, current and acting. Retention and Disposal: One copy retained in Leadership Planning and Education Branch for 15 years, then destroyed; all other copies retained for current year, then destroyed.

#### Senior Management Employees' Work History and Career Information

Location: Employment Equity and Executive Services Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.10(2) to (4), s.25 and s.4(f). Information Maintained: Name, appointment, career information forms, payroll, performance data, skills profiles, work history. Uses: Maintain a record of the senior management employee's work history; provide information for possible job and developmental opportunities. Users: Deputy Minister, Leadership Planning and Education Branch staff, Strategic Education and Development staff, Cabinet Office, Executive Development Committee. Individuals in Bank: Government senior management employees. Retention and Disposal: Fifty years after termination, then destroyed; select files to archives.

#### Senior Management Planning Inventory

Location: Employment Equity and Executive Services Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.418, s.4(c) and (f); R.R.O. 1990, Reg. 977, s.17. Information Maintained: Job title, assessment of potential, pay level. Uses: Provide a consolidated listing of information on senior management and potential senior management; identify potential candidates for senior management jobs. Users: Staff of the Leadership Planning and Education Branch, Cabinet Office, Deputy Ministers, Executive Development Council. Individuals in Bank: Current and potential government senior management employees. Retention and Disposal: One copy retained in Leadership Planning and Education Branch for three years, then destroyed; all other copies retained for current year, then destroyed.

#### Senior Management Transaction Register

Location: Employment Equity and Executive Services Branch. Legal Authority: Public Service Act, R.S.O. 1980, c.418, s.4(d). Information Maintained: Name, duration of assignment, previous and current job. Uses: Document senior management employee movement; provide statistical

data. Users: Staff of the Leadership Planning and Education Branch. Individuals in Bank: Current government senior management employees. Retention and Disposal: Three years, then destroyed.

## **Freedom of Information and Privacy Branch**

The Freedom of Information and Privacy Branch provides advice and support to ministries and agencies of the Government of Ontario and to municipalities and local boards throughout Ontario on matters related to the administration of freedom of information and privacy legislation.

The Freedom of Information and Protection of Privacy Act applies to ministries and agencies of the provincial government. The Municipal Freedom of Information and Protection of Privacy Act applies to approximately 2,300 municipalities and local boards in Ontario.

The branch provides an extensive training program for institutions covered by the legislation, publishes manuals and guidelines for the legislation, provides corporate services, legal advice and opinions, and liaises with ministries and agencies. In addition, the branch sponsors conferences and workshops on the legislation.

The branch also provides policy and administrative support to the Chair of Management Board of Cabinet who is the minister responsible for the freedom of information and privacy legislation.

Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

### **Common Records**

Freedom of Information and Protection of Privacy Act Requests  
Workers' Compensation

### **General Classes or Types of Records**

Freedom of Information and Privacy Policies  
Legislation and Advice  
Publications  
Training

### **Manuals**

Freedom of Information and Protection of Privacy Manual

## **Ministry Support Branch**

The Ministry Support Branch has the responsibility for providing advice, support and training to ministries on a number of corporate initiatives. The branch plays a consultative, facilitative and support role, and is structured with ministry consultants/analysts assigned specific training portfolios.



Ministry consultants/analysts/trainers work with ministries to maintain strong communications links in order to facilitate the implementation of strategic directions and provide an evaluation and feedback mechanism between MBS and our client ministries.

Specific branch functions include providing advice and support to ministries on various MBS businesses and corporate priorities, participating in ministry reviews and interministerial committees; working with ministries, Treasury Board and other MBS divisions in the review of ministry submissions (Cabinet, Management Board and Treasury Board) and providing integrated, strategic, value-added advice and support to ministries; working with ministries on their organizational designs and reorganizations that come to MBS for approval; delivering to ministries operational policies and products developed by the Operational Policy and Program Development Branch and working with ministries to monitor and provide feedback to MBS.

The branch also works on everything that deals with OPS classification grievances and negotiations, including standards development and preparation for Grievance Settlement Board hearings; implements compensation policies and decisions for management, bargaining unit, excluded and professionals; provides advice and guidance to ministries on pay and classification issues; coordinates, facilitates and delivers SMG Curriculum, Corporate Staff Development, OPS Labour Relations Training, Compensation Training (Pay, Classification and Benefits) and Ministry Organization Development Consulting.

#### **General Classes or Types of Records**

Job Description Writing Workbook  
New/Revised Classification Standards  
Senior Management Learning Opportunities Calendar  
Workforce Impact Plan Guidelines  
Workforce Management Resource Kit

### **Operational Policy and Program Development Branch**

The Operational Policy and Program Development Branch is responsible for program development in support of meeting the government's restructuring agenda. Branch activities include operational policies such as directives and guidelines on human resource management and related workforce subjects; policy development to support the OPS in health, safety and workers' compensation; toolkits and other resources on change management and other restructuring initiatives; design of learning programs and corporate dialogues; French language evaluation and consultative services; and Advertising Review Board.

#### **General Classes or Types of Records**

Corporate Health and Safety Policies  
Health and Safety Manuals/Publications  
Health and Safety Resource Information  
Staffing Policies, Directives and Guidelines  
Staffing Process and Policies Workshop Trainer's Guide and Participants' Workbook

#### **Manuals**

Ontario Agency of Record for Advertising in Ethnic Media

#### **Personal Information Banks**

##### French Language Proficiency Evaluation

Location: Operational Policy and Program Development Branch. Legal Authority: Public Service Act, R.S.O. 1980, c.418, s.4(c) and (f). Information Maintained: Name, employment and evaluation data, ministry. Uses: Evaluate the French language proficiency of employees/candidates referred by ministries; provide the results to ministries for the planning of language training. Users: Staff of French Language Training and Evaluation Services, Language Training/Language Evaluation Coordinators, managers and Personnel/Human Resources Branches in ministries. Individuals in Bank: Government employees and candidates for competitions for whom language proficiency evaluation has been requested. Retention and Disposal: Two years, then transferred to archives.

### **Operations and Funds Management**

Operations and Funds Management provides client service and analytical support to the Operations and Ministry Support Division in the areas of human resources, finance, information technology and administration. In addition, it provides financial mechanisms to facilitate the delivery of programs that support signature government priorities in the OPS, including Employment Equity Funds, Employment Accommodation for Persons with Disability Funds, Employment Equity Internship Program, Ontario-Quebec Student Exchange Program, Summer Experience Program, and the OPS Redeployment Fund.

#### **General Classes or Types of Records**

Guidelines for the 1993/94 Ontario Public Service Employment Equity Fund  
OPS Employment Accommodation Fund for Persons with Disabilities, Individual Accommodation Fund Guideline  
OPS Employment Accommodation Fund for Persons with Disabilities, Systemic Accommodation Proposal Development Guide  
OPS Redeployment Fund Criteria and Guidelines  
Ontario/Quebec Exchange Program Guidelines  
Ontario/Quebec Job Proposals  
Redeployment Information Management System (RIMS)  
Redeployment Program Procedures Manual - Section 5 Funding  
Summer Experience Program Employee Data



Summer Experience Program Guidelines  
Summer Experience Program Recruitment Data

## Special Programs and Services Branch

The branch is responsible for the management of the OPS Redeployment Program that facilitates the redeployment of surplus employees through Placement Management and Retraining; the delivery of the Government of Ontario (GO) Temporary Service to address the temporary staffing needs of ministries, agencies, boards and commissions; and the provision of employment information to individuals and organizations outside the service.

Corporate Placement Services (416-325-1144) manages the placement process and OPS wide inventory for surplus employees. The unit also develops redeployment policies and procedures.

Career Transition Services (416-325-1144) provides corporate support for the implementation of ministry-based retraining/reskilling programs. It includes the development of products and tools for surplus employees, ministry redeployment coordinators and redeployment advisors; redeployment training curricula, communication processes and tools, and sharing of up-to-date information.

Employment Services (416-325-1688) provides employment information and advice to the public.

GO Temporary Help Services (GO Temp) (416-325-1700) provides persons for temporary work assignments in ministries, agencies, boards and commissions of the Ontario Public Service.

### Common Records

Workplace Discrimination and Harassment Prevention Program

### Personal Information Banks

#### Applicants' Test Results

Location: Special Programs and Services Branch.Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.4(c) and s.29(1)(c).Information Maintained: Name, applicant number, results of secretarial tests in both French and English.Uses: Maintain a record of the skill level of job applicants, including results of tests.Users: Staff of the Employee Services Branch and ministry Human Resources Branches.Individuals in Bank: Individuals seeking regular or temporary employment in the government.Retention and Disposal: Five years, then destroyed.

#### Central Staffing Inventories

Location: Special Programs and Services Branch.Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.4(c) and s.29(1)(c).Information Maintained: Name, address, employment and educational history. Inventories contain referrals, applications for office, technical, professional and general services jobs.Uses: Provide an inventory of job applicants which

ministries may use as part of the hiring process.Users: Staff of the Employee Services Branch and ministry Human Resources Branches.Individuals in Bank: Individuals seeking regular or contract employment in the government.Retention and Disposal: Eighteen months, then destroyed.

#### Employees Returning from Long-Term Disability

Location: Special Programs and Services Branch.Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.29(1)(d); Collective Agreement on Working Conditions and Benefits, Article 42.Information Maintained: Name, employment and educational history.Uses: Administer the placement program for government employees returning to work from long-term disability.Users: Staff of the Employee Services Branch and ministry Personnel/Human Resources Branches.Individuals in Bank: Individuals returning from long-term disability and participating in rehabilitative employment.Retention and Disposal: Two years, then transferred to archives.

#### GO Temporary Employees

Location: Special Programs and Services Branch.Legal Authority: R.R.O. 1990, Reg. 977, s.6(i) and (iii); Crown Employees Collective Bargaining Act, R.S.O. 1980, c.108, s.18(b).Information Maintained: Name, employment and educational history, record of temporary assignments and appraisal of work performance.Uses: Determine appropriate assignment of employees registered in the government's temporary staff service; monitor work performance.Users: Staff of the Employee Services Branch.Individuals in Bank: Individuals employed in the government's temporary services program.Retention and Disposal: Seven years after termination, then destroyed.

#### GO Temporary Payroll

Location: Special Programs and Services Branch.Legal Authority: R.R.O. 1990, Reg. 977, s.6(i) and (iii).Information Maintained: Name, social insurance number, address, hours worked, pay level.Uses: Issue paycheques; compile statistical reports; monitor temporary employment activity; confirm employment and earnings record.Users: Staff of the Employee Services Branch, Pensions and Benefits Administration Branch, Ministry of Government Services, Ministry of Treasury and Economics and ministry Personnel/Human Resources and Finance Branches.Individuals in Bank: Individuals employed in the government's temporary services program.Retention and Disposal: Paper and microfilm retained 7 years, then transferred to archives. Computer files retained 5 years, then destroyed.

#### Surplus Employees

Location: Special Programs and Services Branch.Legal Authority: Public Service Act, R.S.O. 1990, c.P.47 s.29(1)(p); R.R.O. 1990, Reg. 977, s.14; Collective Agreement on Working Conditions and Benefits, Article 24.Information Maintained: Name, actions taken toward job reassignment, employment and educational history.Uses: Determine eligibility of surplus employees for government jobs; monitor activity in the government.Users: Staff of the Employee Services Branch and

ministry Human Resources Branches. Individuals in Bank: Government employees identified as surplus. Retention and Disposal: Two years, then transferred to archives.

## **Realty Group**

The Realty Group provides accommodation and real estate services for ministries and agencies of the Ontario government. The activities include the planning, design, construction, leasing, acquisition, sale, mortgage administration, land and property management services for government-owned and -leased facilities.

The Ontario Mortgage Corporation (416-314-3650) is a corporate body reporting to the chair, Management Board of Cabinet through a board of directors and is responsible for administering mortgages and leases made available by the Province of Ontario under various housing initiatives.

## **Design Services Branch**

The Design Services Branch provides a complete range of professional architectural, engineering and technical consulting services, as well as interior design services and research to provide quality workplaces for client ministries and agencies. The branch provides economic, and technically efficient environmentally conscious design services for government-occupied buildings, facilities and properties; encourages consistency in quality and standards of accommodation; and promotes compliance with building codes, standards and safety practices. The branch also plans, designs and furnishes government buildings and other special-use facilities to create workplaces that reflect user needs, functional requirements and barrier-free design for the physically disabled. It designs intelligent buildings which integrate operations, communications, lighting systems and energy management through direct digital control and monitoring systems.

The technical resource centre provides design-related information, including materials and equipment, for use by other government offices.

## **Ontario Realty Corporation Transition Team**

The Ontario Realty Corporation (ORC) Transition Team is responsible for facilitating the transition of the MBS Realty Group into a Crown corporation, to be called the Ontario Realty Corporation. The new corporation will develop, finance, hold and manage all government-owned buildings and lands. The transition team is responsible for overseeing and coordinating all the major realty activities required to operationalize the new Ontario Realty Corporation, from new legislation and organizational redesign to establishment of information systems and re-engineered business processes.

## **Project Management Branch**

Project Management Branch manages the development and construction process for designated capital and other accommodation projects. Individual project managers work with clients, ministry staff, consultants and architects to bring a project through to successful completion.

The branch helps determine client needs, establishes project delivery teams, determines project specifications and manages the design and construction process. The branch determines and monitors budgets and schedules, and ensures that projects are delivered in a manner consistent with established policies, standards and corporate strategies of the government.

Program support staff manage the annual capital funding for these projects and provide detailed project cost support.

## **General Classes or Types of Records**

Survey Plans and Field Notes

## **Property Management Division**

The division represents the secretariat province-wide through regional and district offices which provide operational maintenance, repair, alterations and construction services to Ontario government-owned buildings; information on other Management Board Secretariat services; efficient and effective direction, control and management of the province's lease portfolio; and coordination of new leases on behalf of ministries and agencies.

The Leasing Services Branch (416-327-2696) is responsible for the government's province-wide leasing accommodation and administrative program for all ministries and many government-sponsored bodies. Its primary concerns are to negotiate the acquisition of leased space at competitive rates on a timely basis, to coordinate lease projects from their initiation to the occupation of facilities by the client ministry, to finalize lease documents so as to avoid legal entanglements, to administer leased space and lease-purchase agreements and to provide lease advisory services as requested.

The Central Operations Branch (416-327-2661) consists of seven sections. Program Planning and Advisory Services provides managerial, technical and operational services in support of the division's program planning and delivery, policy and procedure development, training and staff development. The Program Support Section furnishes centralized financial, administrative and operational services (including food services coordination and parking administration). The Space Management Section provides space allocations and planning, and monitors space supply/demand requirements. The Elevating Devices Section supplies equipment assessment, maintenance and elevator design services. The Corporate Relocation Management provides coordination inspection, consultation and the implementation of local and intercity office



relocations. The Energy Management Section's objective is to meet the provincial government's target of a 20% energy improvement efficiency by the year 2000. The Systems Development Unit supports the development and implementation of the division's information technology planning and development initiatives.

The Management Board Secretariat ensures the division's responsiveness to client ministries' accommodation needs by placing responsibility in four regions (Toronto, Eastern, Southwestern and Northern), which oversee the operations of district and area offices.

Regional and District staff have responsibility for the operation, maintenance and repair of building structures, heating, ventilation, air conditioning and electrical systems. Cleaning, security, grounds maintenance (horticultural service) and common administrative services in consolidated government office buildings within the appropriate geographic area are provided by the staff. They also administer tendering, supervision of construction of capital projects and alterations and improvements for both leased and government-owned buildings.

By offering guidance and counselling to other ministries, contractors and service suppliers, regional and district office staff develop a closer communications link with the program specialists at Queen's Park. The district offices oversee day-to-day cafeteria operations, supplier tendering and contract administration for food services in provincial court houses and office buildings occupied by government ministries.

Toronto Region provides operational and maintenance services to the Office of the Lieutenant Governor and the Premier, as well as Cabinet Office and Office of the Assembly.

Regional and district staff also respond to emergency situations requiring the protection of staff, the public and government-owned buildings.

### **General Classes or Types of Records**

Inventory of Government-Owned and -Leased Premises  
Leasing Proposals and Contracts  
Surplus Properties  
Vacant Space Listings

### **Personal Information Banks**

#### **Tenant Property Files**

**Location:** Property Management Division. **Legal Authority:** Financial Administration Act, R.S.O. 1990, c.F.12. **Information Maintained:** Name, social insurance number, address, banking institution, date of birth, driver's licence number, employer, history of payments, personal references, position/occupation, spouse's name, telephone number. **Uses:** Select tenants; collect rent. **Users:** Branch and audit staff, Central Collection Service,

Ontario Mortgage Corporation, consumer reporting agencies, courts. **Individuals in Bank:** Tenants occupying government-owned property. **Retention and Disposal:** Variable, then destroyed.

### **Central Operations Branch**

This branch consists of five sections. Program Planning and Advisory Services Section provides managerial and technical program planning and development, policy and procedure development, training and staff development. The Program Support Section furnishes centralized financial, administrative and operational services (including food services coordination and parking administration). The Space Management Section provides space analysis, planning and allocation, and space supply/demand monitoring. The Elevating Devices Section supplies equipment assessment, maintenance and elevator design services. Corporate Relocation Management Services Section provides moving coordination, inspection and client accommodation realignments.

### **Client Services and Portfolio Management Branch**

The branch assists client ministries in identifying their short- and long-term accommodation requirements and alternative means of meeting them. It provides real estate advice to clients and central agencies, as well as coordinating input to government-wide accommodation-related programs and financial planning.

The branch also provides policy advice about strategic use of the province's extensive real estate portfolio. Types of activities include strategic directions for using the portfolio, long-term plans for managing the province's portfolio on a municipality-wide basis, analysis of the portfolio for optimum corporate use and coordination of the surplus property review for the Ontario government. The branch provides coordination and support in policy analysis pertaining to the government portfolio of real estate.

### **Contract Management Branch**

The Contract Management Branch supplies contractual, construction and financial control on capital projects. These projects include the provision of buildings, accommodation and other facilities for government ministries and agencies.

The branch monitors contract documents for capital construction projects, receives tenders, awards contracts and supervises construction to ensure compliance with schedules and contract documents (416-327-2608). The branch also certifies progress payments and monitors cash flow, arranges and supervises occupancy by the client ministry, resolves disputes arising from contractual or technical sources and administers claims under the lien acts. Other activities include liaising with construction and consulting associations, and



implementing new procedures for the tendering and operation of construction projects.

The Payment Section processes payment applications for all Management Board Secretariat construction projects (416-327-2627). It is responsible for the administration of the secretariat's activities through the Construction Lien Act.

### Corporate Management and Mortgage Branch

The Corporate Management and Mortgage Branch provides specific strategic, financial, accounting, administrative and policy development support to the Realty Group and the Ontario Mortgage Corporation. Activities include strategic direction in the management of human, financial resources; monitoring and evaluating corporate activities; and handling mortgages and leases committed under various government-lending programs.

#### Common Records

- Career Planning/Training
- General Employment History and Payroll Information
- Grievances and Applications
- Job Competitions and Applications
- Litigation Files
- Performance Management
- Professional Development

#### General Classes or Types of Records

- Federal/Provincial/Municipal Partnership Accounting Database
- Ontario Mortgage Corporation Annual Audited Financial Statements

#### Manuals

- Operational Accounting Procedures Manual.

### Leasing Services Branch

The Leasing Services Branch (416-327-2699) is responsible to the government's province-wide leasing accommodation and administrative program for all ministries and many government-sponsored bodies. Its primary concerns are to negotiate the acquisition of leased space at competitive rates on a timely basis, to coordinate lease projects from their initiation to the occupation of facilities by the client ministry, to finalize lease documents so as to avoid lease entanglements, and to administer leased space and lease-purchase agreements.

### Real Estate Branch, Central

This branch performs real estate services for the Ontario Land Corporation (OLC) and provincial properties in the Greater Toronto Area by managing, planning, developing and marketing of lands for residential, commercial, institutional and industrial uses, and affordable housing initiatives for the Ontario Land Corporation (OLC) and the Ontario government. It also performs appraisals and negotiates for the acquisition of

properties in the Greater Toronto Area for the Management Board Secretariat, other ministries and agencies.

As well as providing property administration and management services for the secretariat's properties under lease to tenants, this branch provides advice and guidance on compliance to the Environmental Assessment Act on all real estate undertakings.

The Real Estate branches are presently undergoing a restructuring exercise, and it is expected that this will be completed by early January, 1994. The restructuring proposal rolls the three existing branches into two branches based on geographic areas, GTA and province. The services provided will generally remain the same. For further information, please call the general inquiry number, (416) 585-4222.

#### Common Records

Freedom of Information and Protection of Privacy Act Requests

### Real Estate Branch, North and East

This branch performs real estate services for the Ontario Land Corporation (OLC) and provincial properties in the northern and eastern regions by planning, developing and marketing of lands for residential, commercial and industrial uses, and affordable housing initiatives. It also performs appraisals and acquisitions on behalf of the Management Board Secretariat, other ministries and agencies.

The Survey and Documents Section of the branch provides surveying, title searching, drafting, maps and plans production, and registration for the Management Board Secretariat, other ministries and agencies.

The branch also provides property management services, on an interim basis, for the secretariat's revenue-producing properties under lease to tenants. The Real Estate Branch, North and East has two field offices, one located in Picton and another in Pickering.

The Real Estate branches are presently undergoing a restructuring exercise, and it is expected that this will be completed by January 1994. The restructuring proposal rolls the three existing branches into two branches based on geographic areas, GTA and province. The services provided will generally remain the same. For further information, please call the general inquiry number, (416) 585-4222.

### Real Estate Branch, West

This branch performs real estate services for the Ontario Land Corporation (OLC) and provincial properties in the western regions by planning, developing and marketing of lands for residential, commercial and industrial uses, and affordable housing initiatives. It also performs appraisals and acquisitions

of lands for the Management Board Secretariat, other ministries and agencies.

The branch is also responsible for Contract Engineering required for land development projects throughout the province.

The branch provides property management services, on an interim basis, for the secretariat's revenue-producing properties under lease to tenants.

The Home Ownership Employee Relocation Program (HOERP) is administered by this branch as well.

The Real Estate Branch, West has one site office, located in Jarvis.

The Real Estate branches are presently undergoing a restructuring exercise, and it is expected that this will be completed by early January, 1994. The restructuring proposal rolls the three existing branches into two branches based on geographic areas, GTA and province. The services provided will remain generally the same. For further information, please call the general inquiry number, (416) 585-6777.

#### Personal Information Banks

##### Home-Owner Employee Relocation Plan

Location: Real Estate Branch, West. Legal Authority: Financial Administration Act, R.S.O. 1990, c.F.12. Information Maintained: None. Uses: Offer assistance to home-owning employees who are transferred from one location to another at the government's request. Users: Branch, audit and client ministry staff. Individuals in Bank: Government employees who are relocating. Retention and Disposal: Not determined.

### Strategic Policy Division

The division is responsible for developing strategic directions and goals for government operations and the Ontario Public Service (OPS) which further the government's agenda. It develops accountability mechanisms to report on the attainment of corporate goals to Management Board of Cabinet and develops and obtains approval of strategic approaches to compensation, pensions, benefits, labour relations, government organization workforce size and quality, in the context of the future business of government. The division has leadership responsibility for collective bargaining for the OPS. It sets principles for management and administration policy across government, and develops policies regarding the government's creation, review and management of scheduled agencies, boards and commissions.

The division also acts as a focal point and provides leadership on the implementation of corporate priorities affecting the delivery of government service; e.g., structural and procedural

reform in Ontario's regulatory and adjudicative agency sector and the building of partnerships within the government laboratory community to foster scientific innovation and quality management practices.

#### General Classes or Types of Records

MBS CORPAY Implementation

Ministry Organization Charts Authority Description

#### Manuals

Management Board of Cabinet Directives and Guidelines

### Compensation and Labour Relations Policy Branch

The Compensation and Labour Relations Policy Branch develops corporate policies and initiatives concerning labour relation, labour-management consultation and the employees' total compensation package in the Ontario Public Service.

Benefits and Pensions Policy develops policy for insured benefits and for the Public Service Pension Plan as set out in the Public Services Pension Act, 1989. Benefits and Pension Policy also manages relations with insurers and operates the benefits appeals committees. However, for questions on individual entitlement, call the benefits coordinator in the respective ministry's personnel branch.

Compensation Policy develops initiatives to improve the effectiveness and fairness of wages, salaries and allowances paid to Ontario Public Servants.

Bargaining Unit Overhaul is developing a new job evaluation system for employees represented by the Ontario Public Service Employees Union.

Labour Relations Policy generates initiatives aimed at improving collective bargaining, grievance resolution and labour-management relations.

#### Common Records

Grievances and Applications

#### General Classes or Types of Records

Arbitration Awards and Employee Benefits Negotiations

Arbitration Briefs and Awards

Benefits Policy and Program Development

Benefits Review Committees

Classification Policies and Programs

Classification Standards Development and Project

Classification and Compensation Standards

Compensation Reports and Records

Delegation of Classification Authority

Insurance Plans Monitoring

#### Manuals

Bargaining Unit and Excluded Class Standards



Benefits Administrator's Manual  
Class Salary Schedules  
Lawyers' Compensation Plan Standards  
Management Compensation Plan Evaluation Standards

### **Personal Information Banks**

#### Deputy Minister Database

Location: Compensation and Labour Relations Policy Branch.Legal Authority: OIC 1849/91.Information Maintained: Personal data, service and salary history.Uses: Provide estimates of pension entitlements to active Deputy Ministers through HRLPD. Prepare Statements of Pension Entitlement upon termination of deputy. Data forms basis for actuarial valuation.Users: Branch staff. Shared upon request with authorized officers of HRLPD.Individuals in Bank: Current Deputy Ministers, former Deputy Ministers in receipt of benefits from Deputy Ministers' Supplementary Benefit Account.Retention and Disposal: Records retained for as long as the deputy is eligible for potential benefits from the Deputy Ministers' Supplementary Benefit Account or in receipt of benefits from it.

#### Grievances and Grievance Applications

Location: Compensation and Labour Relations Policy Branch.Legal Authority: Crown Employees Collective Bargaining Act, and Collective Agreements.Information Maintained: Name, ministry, hire date, submissions related to grievance.Uses: Document the grievance appeal process.Users: Employee Relations Branch.Individuals in Bank: Government employees who have submitted grievances to Grievance Settlement Board.Retention and Disposal: Not retained after initial review.

#### Insurance Benefits Review

Location: Compensation and Labour Relations Policy Branch.Legal Authority: Collective Agreement on Working Conditions and Benefits, Article 46; Memorandum of Understanding with the Ontario Provincial Police Association, Article 32; Civil Service Commission.Information Maintained: Name, decisions of the insurance benefits appeal committees, insurance benefits claims not resolved through normal process, related information.Uses: Document the insurance benefits appeal process.Users: Staff of the Compensation Programs Branch.Individuals in Bank: Government employees who have submitted appeals to decisions on insurance benefit claims.Retention and Disposal: Five years after decision, then destroyed.

### **Management Structure and Workforce Planning Branch**

The branch supports the Management Board of Cabinet in setting future directions by identifying, developing and recommending new and improved management and administrative practice and various modes of program delivery.

The branch also advises on the implications of proposed change on the workforce of the OPS.

In fulfilling its mandate, the branch develops policy in the following areas: management and administrative policies, organizational structure and effectiveness, agencies, boards and commissions, governance, alternative program delivery, ministry and agency accountability and workforce planning.

### **General Classes or Types of Records**

Ministry Position Administration Activity  
Ministry Strategic and Operational Human Resources Plan

### **Negotiations Secretariat**

The Negotiations Secretariat represents the Crown as the employer in all collective bargaining in the Ontario Public Service (OPS). Other responsibilities include supporting ongoing union-management negotiations, providing advice/assistance to ministries on a full range of labour relations issues, coordination of OPS grievances and interpretation of the Collective Agreement and Labour Relations issues.

The Compensation Data Section is responsible for the collection and analysis of external broader public sector and OPS market data, social economic and demographic conditions that affect and influence the compensation practices and conditions of employment in the Ontario Public Service. The section also responds to all external enquiries regarding OPS compensation and support the Negotiations Secretariat in negotiations.

### **Ontario Pension Board**

In accordance with the Public Service Pension Act, the Ontario Pension Board administers the pension plan for employees and former employees of the Ontario Public Service and its agencies. The board also administers certain insured benefits plans for pensioners.

### **Strategic Directions and Planning Branch**

Strategic Directions and Planning Branch provides the Chair of the Management Board of Cabinet with information and advice on policy issues; secretarial support for the Management Board of Cabinet; a link with Cabinet Office, Cabinet Committees and other ministries on policy matters; coordination of and support to program areas that develop policy into Cabinet Submissions; and maintenance of a Policy and Procedures manual for the internal workings of the Secretariat.

### **General Classes or Types of Records**

Management Board/Cabinet/Treasury Board Liaison  
Research  
Strategic Planning  
Task Force Reports



## Supply and Services Division

The Supply and Services Division provides a range of common support services that promote effective delivery of Ontario government programs, a safe working environment and access to government for the general public and supplier community.

### Employee Health and Safety Services Branch

The Employee Health and Safety Services Branch provides a corporate health, safety and EAP service to client ministries. The branch is comprised of three sections: Occupational Health and Safety, Specialized Health and Safety Services and Employee Counselling Services. Employee Counselling Services (416-327-1078), 880 Bay Street, 5th Floor, Toronto M7A 1N3 offers confidential and voluntary counselling and referral service (personal, workplace, family, addictions) to employees of the Ontario Public Service (OPS). Other Employee Assistance Programs (EAP) include rehabilitation counselling for OPS employees experiencing short/long-term illness and/or disability; consulting with employees on child care and elder care issues; delivering customized wellness and lifestyle educational programs; providing critical incident stress debriefing programs; and providing individual consultations and training to managers, supervisors and human resource consultants in dealing with redeployment, troubled employees, work performance problems and substance abuse in the workplace.

Occupational Health and Safety Services (416-327-1140), 880 Bay St., 7th Flr., Toronto M7A 1N3, provides a corporate consultancy health and safety service for client ministries, government employees and Joint Health and Safety Committees. Health education and safety programs are offered to public servants across the province, as well as customized programs on request. Consultation on occupational health and safety matters, including workplace visits and confidential individual health counselling, are also provided. Health counselling is available daily by appointment for the Queen's Park area and by special arrangement at other locations.

Specialized Health and Safety Services Section (416-327-1088), 880 Bay St., 5th Floor, provides, coordinates and centrally evaluates, upon request, the provision of corporate professional and specialized programs and services that assist employees, client ministries and joint union-management health and safety committees with legislative compliance, health cost containment and provision for a healthy and safe work environment. It also provides corporate professional and scientific knowledge and expertise, and a specialized consultancy service in occupational hygiene and ergonomics. Workplace air quality testing and specialized occupational hygiene and ergonomic services are undertaken, as appropriate, and on request.

#### Common Records

Health and Medical Records

Medical Information (Personnel)  
Professional Development

#### General Classes or Types of Records

Employee Counselling Records  
Management Consultation Records  
Occupational Health and Safety Records  
Ontario Government Employee Health Education Records

#### Personal Information Banks

##### Employee Counselling Services

Location: Employee Health and Safety Services Branch. Legal Authority: Ministry of Government Services Act, R.S.O. 1990, c.M.25, s.5. Information Maintained: Name, address, age, education, employment history, family history, health and rehabilitation status, interventions, outcomes, problems, sex, social history, vocational status. Uses: Counselling notes. Users: Internal staff of Employee Counselling section. Individuals in Bank: Ontario government employees who are clients. Retention and Disposal: Three years, then destroyed.

##### Occupational Health and Safety Services

Location: Employee Health and Safety Services Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47; R.R.O. 1990, Reg. 881 s.68(3); Health Disciplines Act, R.S.O. 1990, c.M.4; R.R.O. 1990, Reg. 448, s.27(3) and s.27(22); Workers' Compensation Act, R.S.O. 1990, c.W.11, s.21(1); Occupational Health and Safety Act, R.S.O. 1990, c.O.1; R.R.O. 1990, Reg. 833. Information Maintained: Name; address; health, medical and work history. Uses: Maintain health records. Users: Internal staff of Occupational Health and Safety Services section. Individuals in Bank: Ontario government employees. Retention and Disposal: Forty years, then destroyed.

### General Services Branch

The General Services Branch provides Ontario government ministries with operational support services, including production of payments, reconciliation of bank accounts and cheque follow-up services, collection service, insurance and risk management, preparation of official documents and administrative support for two small pensions plans. These services are described individually in the entries that follow.

#### General Classes or Types of Records

Government of Ontario Telephone Directory Database  
Key Word in Context (KWIC) (index of programs and services)

### LARAA and Judges' Pension Plans

LARAA and Judges' Pension Plans coordinates two small pension plans for judges and for the Legislative Assembly (Retirement Allowances Act).

## Central Collection Service

Central Collection Service (CCS) collects overdue accounts receivable (debts) owing to the government. CCS achieves this through the efforts of its own collections staff. Also, it oversees the work of private collection agencies that have won contracts to provide collection services to government.

### Personal Information Banks

#### Debt Collection Accounts Receivable

Location: Central Collection Service. Legal Authority: Ministry of Government Services Act, R.S.O. 1990, c.M.25, s.5(2)(c); Financial Administration Act, R.S.O. 1990, c.F.12, s.2(3); Consumer Reporting Act, R.S.O. 1990, c.33, s.8(1). Information Maintained: Name, social insurance number, address, credit and loan history, financial assessments and correspondence. Uses: Recover monies owed to the Crown. Users: Internal section staff, contracted agents, solicitors and client ministry staff for specific files. Individuals in Bank: Persons and corporations indebted to the Crown. Retention and Disposal: Seven years, then destroyed.

#### Debt Collection Litigation

Location: Central Collection Service. Legal Authority: Ministry of the Attorney General Act, R.S.O. 1990, c.M.17, s.16; Financial Administration Act, R.S.O. 1990, c.F.12, s.2. Information Maintained: Name, address, client ministry files, correspondence, court documents, memoranda, notes, various credit reports. Uses: Collect debts. Users: Internal section staff, contracted legal agents. Individuals in Bank: Persons indebted to the Crown. Retention and Disposal: Current, then returned to client for storage/disposal.

#### Ontario Government Employee Debt Deductions

Location: Central Collection Service. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.26. Information Maintained: Name, social insurance number, address, correspondence and payment history, credit reports, financial information, indebtedness, salary, sex. Uses: Document employee debts; correspond with creditors; access to IPPEBS data bank. Users: Internal section staff, ministries' payroll offices. Individuals in Bank: Provincial government employees whose debts are paid through deductions under the Public Service Act. Retention and Disposal: Seven years, then destroyed.

## Insurance and Risk Management Section

The Insurance and Risk Management Section purchases insurance for the government, and advises all Ontario ministries and special purpose bodies on the controlling of risks, management of losses, administrative claims and insurance coverage, excluding employee benefits. For information on Ontario government employee benefits, call Human Resources Information Services Branch (416-327-9241).

### Personal Information Banks

#### Insurance Claims

Location: Insurance and Risk Management Section. Legal Authority: Ministry of Government Services Act, R.S.O. 1990, c.M.25, s.5. Information Maintained: None. Uses: Determine eligibility of claims, payment history and method. Users: Internal section staff, staff in insurance companies processing claims. Individuals in Bank: Claimants. Retention and Disposal: Five years, then destroyed.

## Official Documents Section

The Official Documents Section prepares records, microfilms and searches, and makes copies of official Ontario documents, e.g., land patents. For details of land patents, contact the Ministry of Natural Resources (416-314-1386). Notarized documents and affidavits are certified by the section. The Scrolls Office (416-325-8416) prepares congratulatory scrolls for Ontario citizens, on request, to acknowledge 80th birthdays and over, 40th wedding anniversaries and over at five-year intervals, or other significant accomplishments of individuals, municipalities and organizations. It also prepares Certificates of Appointment under the Great Seal of the Province of Ontario and the Privy Seal of the Lieutenant-Governor.

### General Classes or Types of Records

Official Congratulatory Scrolls

## Payment Processing Services

Payment Processing Services processes and produces payments in the form of Electronic Funds Transfers and printed cheques for most government programs.

### General Classes or Types of Records

Ontario Government Payment Records

## Reconciliation Services

Reconciliation Services reconciles bank accounts in the Consolidated Revenue Fund on behalf of the Ministry of Finance, and provides inquiry and follow-up bank services on cheques to all ministries.

## Green Workplace

The Green Workplace assists the Ontario Public Service in meeting government waste reduction goals through reducing, reusing and recycling. The Green Workplace Program also deals with "green" procurement, energy and water conservation, hazardous substance management and air quality.



## Human Resource Information Services Branch

The Human Resource Information Services Branch (HRIS) is responsible for the design, operations and maintenance of the Ontario government payroll, personnel and benefits systems. These include CORPAY (Corporate Payroll Systems), PENPAY (Pension Payroll), CARS (Central Attendance Recording System) and BCGL (Benefit Chargeback and General Ledger).

All ministries and central agencies receive a variety of services from the branch, including cheques, paylists, work history data, T-4 income tax statements and statistical analysis. Inquiries should be directed to each ministry's Human Resources or Payroll offices or to the CORPAY Help Desk (HRISB 416-327-9872).

### Common Records

Central Attendance Recording System (CARS)  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Parking Records

### General Classes or Types of Records

CORPAY Pension, CORPEN  
Central Attendance Recording System (CARS)  
Corporate Payroll Systems, CORPAY  
Pension Payroll, PENPAY

## Information Services Branch

The Information Services Branch provides essential information and related services to client ministries and the public. These include Government Mail Service (which handles regular mail, mass mail, courier and messenger services), Access and Inquiry Services, Translation Service, Publications Ontario (which markets and distributes Ontario government publications) and Records Centre Services.

Services are described individually in the entries that follow.

## Access and Inquiry Services

Access and Inquiry Services Section manages the Citizens' Inquiry Bureau, Access Ontario, the Queen's Park Switchboard, and Databases and Directories.

Citizens' Inquiry Bureau (CIB) is a bilingual information and referral service for government programs and services. It serves the public of central Ontario directly and acts as a resource for government offices, MPPs, community information centres, libraries and private organizations. In the Toronto area call 326-1234; collect calls are accepted from other locations within Ontario. A TDD service (Telecommunication Device for the Deaf) allows the hearing-impaired to access information on government services and programs. The TDD service may be

reached by calling 325-3408 in Toronto or by dialing 1-800-268-7095 from all other locations. The bureau produces TOPICS, a printed resource manual which provides sources of information on provincial, federal, municipal government and non-government programs and services. A publication, IT'S ONTARIO, provides basic information on the province and its symbols.

Access Ontario (Rideau Centre, 50 Rideau St., Ottawa K1N 9J7, 613-238-3630, fax 613-787-4055) is a storefront Ontario government office, operating a bilingual information and referral service for telephone, walk-in and written inquiries. It offers a range of free and priced publications, and sells Ontario government souvenirs. Access Ontario is open 6 days a week. Telephone service is provided from 9:00 a.m. to 5:00 p.m. Monday to Friday. Walk-in service is available from 9:30 a.m. to 5:00 p.m. on weekdays and 9:30 a.m. to 1:00 p.m. and 2:00 p.m. to 6:00 p.m. on Saturdays. Outside the Ottawa calling area, ask the operator for Zenith Ontario. For hearing-or speech-impaired callers, the TDD number is 613-787-4043.

Queen's Park Switchboard (416-325-1090) provides a 24-hour telephone switchboard service for the Government of Ontario. Teleconferencing service (416-325-3400) is provided to government personnel by appointment from 8:00 am to 6:00 pm, Monday to Friday, and at other times by special arrangement.

Databases and Directories (7th Floor Ferguson Block, 77 Wellesley St. W., Toronto M7A 1N3, 416-327-3642) collects and assembles non-confidential information for identifying and locating Ontario government programs, services, organizations and personnel. This information is offered in published and electronic form to facilitate internal and public access to the Ontario government.

GUIDE, in addition to being the source for information published in the Government Telephone Book, is an on-line service that contains data on government offices, services and personnel. Published directories include the Government of Ontario Telephone Directory, the KWIC Index to Services and a French language directory, Repertoire. The capability exists to publish custom telephone directories, and provide information in electronic form.

The section also coordinates the updating of the Ontario government listings in the Blue Pages of all public telephone directories.

### General Classes or Types of Records

GO Find It  
GUIDE Database



## **Government Mail Service**

Government Mail Service is responsible for pick-up and distribution of incoming and outgoing mail to and from the Canada Post Corporation and interministry mail in Metro Toronto. This office also provides a contractual mail service on a charge-back basis, which includes a mailing list service and a mass mail operation consisting of addressing, labelling, folding and inserting mail. Government Mail Service has a lead role in initiating corporate service improvements, emergency mail coordination and development of "best practice" mail policy.

## **Government Translation Service**

This section provides ministries and Schedule I agencies with mandatory and optional translation services from English to French and French to English on a charge-back basis. It also provides official French equivalents for administrative units, programs, position titles, agencies, boards and commissions, etc., as well as advice on preparing bilingual terminology lexicons and purchasing translation services.

### **General Classes or Types of Records**

ONTERM

## **Publications Ontario**

Publications Ontario administers copyright on behalf of the Queen's Printer for Ontario; maintains an inventory of Ontario government publications for distribution to the public, other ministries and public libraries through a province-wide library depository system. Free or priced publications, including Hansard, Ontario Gazette and legislation (bills and regulations), can be obtained by personal shopping at the outlets listed below. For mail-order inquiries, in Toronto call 326-5300; from other communities, call toll-free 1-800-668-9938. Prepayment is required. Cheques should be made payable to the Minister of Finance; Visa and MasterCard are accepted.

## **Records Centre Services**

The Records Centre serves as custodian and provides secure storage and retrieval services for the inactive records, hard copy, computer tape and microfilm of all ministries and agencies. The centre also liaises with the Archives of Ontario to safeguard records with long-term research significance.

## **Purchasing Services Branch**

The Purchasing Services Branch operates central common services related to corporate procurement and materials management for the Ontario Public Service. The branch provides a key role in the formulation of corporate procurement policy and administers purchasing initiatives to support government priorities related to environmental protection, regional development and federal/provincial relations.

### **Common Records**

Central Attendance Recording System (CARS)  
Freedom of Information and Protection of Privacy Act Requests  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Travel/Expense Accounts

## **Collective Purchasing Section**

This section provides a corporate procurement service by developing and administering Collective Purchasing Arrangements (CPAs) for commonly used goods and services, including business machines, paper products, furniture, clothing, and general commodities and services such as courier and travel services. The use of CPAs is mandatory for furniture and furnishings, and fine paper.

### **General Classes or Types of Records**

Tenders, Standing Agreements

## **Office Products Centre**

The Office Products Centre (OPC) provides an optional central common services. The services include procurement and distribution of a variety of commonly used office products, office supplies and equipment via OPC forms #7540-1002) to all ministries and agencies of the Ontario government.

### **General Classes or Types of Records**

Invoices from Vendors  
Invoices to Clients  
Purchase Orders  
Standing Agreements  
Tenders

### **Manuals**

Office Products Catalogue

## **Printing Services**

The Printing Services Section provides consulting, purchasing and project management services for a wide range of printing requirements. An in-house print shop services the ministries on a charge-back basis.

### **Common Records**

Central Attendance Recording System (CARS)  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications

Travel/Expense Accounts

### General Classes or Types of Records

Printing Requisitions  
Purchase Orders  
Tenders, Standing Agreements

### Public Tenders Office

The Public Tenders Office advertises, distributes, receives and opens tender documents under strict procedures that support fair competition for government contracts. Use of the service is not mandatory; however, the service is widely used by MBS and a number of client ministries.

An automated tender information system lists tenders currently on call, tender results and other tender-related information either by voice or by facsimile, 24 hours a day. The system is accessed by dialing 416-327-2571.

### Supplier Information Service

The Supplier Information Service (SIS) is a central common service. This section manages a mandatory common supplier registration program that includes a common coding structure for goods, services and suppliers. Information on suppliers, commodities and services is continually collected, managed and made available to buyers throughout the government.

### Common Records

Central Attendance Recording System (CARS)  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Travel/Expense Accounts

### General Classes or Types of Records

Vendor Files

### Surplus Assets Management

As a mandatory central common service, Surplus Assets Management (SAM) is responsible for providing an efficient and effective mechanism for the disposal of government's surplus movable assets.

### Common Records

Central Attendance Recording System (CARS)  
Freedom of Information and Protection of Privacy Act Requests  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Travel/Expense Accounts

### General Classes or Types of Records

Assets Receipts Disposal, Ship/Receiving

## Agencies

### Civil Service Commission

The Civil Service Commission performs a variety of regulatory and adjudicative functions, monitors the performance of the government as an employer, with emphasis on maintaining the merit principle. The commission's responsibilities for policy development and administration, with respect to human resources management, has been delegated, where possible, to the Management Board Secretariat (formerly the Human Resources Secretariat) and the ministries. The commission acts as the Board of Trustees of the Ontario Government Employees Charity Trust. It also has responsibilities with regard to the appointment of members of the Board of Trustees of the W.G. Davis Student Award Fund.

### Ontario Land Corporation

A corporate entity reporting to the Chair of Management Board of Cabinet, through a board of directors, is responsible for developing and marketing surplus government real estate assets acquired for Management Board Secretariat, and for financing the acquisition and/or development of select non-surplus properties, in order to optimize benefits to the province of Ontario while at the same time meeting government policy objectives.

### Ontario Mortgage Corporation

The Ontario Mortgage Corporation provides mortgage administration and financing under government initiatives such as Low-Rise Rehabilitation, Convert-to-Rent, Ontario Renter-Buy and Ontario Rental Construction Loan.

There are two sections within the branch: Realty Finance and Planning, which includes Operational Accounting, and Mortgage Programs (77 Grenville St., 9th Floor, Toronto M5S 1B3, (416) 314-3650, Fax (416) 314-3677).

### General Classes or Types of Records

Mortgage Administration and Services  
Special Ministry Program Materials

### Manuals

OMC Loan Accounting Manual  
OMC Mortgage Administration

### Personal Information Banks

#### Mortgage and Lease Agreements

Location: Ontario Mortgage Corporation. Legal Authority: Business Corporations Act, R.S.O. 1990, c.B.16. Information Maintained: Name, address, correspondence, mortgage payment history. Uses: Document and process payments for mortgage and tenancy agreements; other administrative purposes. Users:

Internal section staff.Individuals in Bank: Mortgagors/tenants of OMC.Retention and Disposal: Not determined.

### Ontario Provincial Police Grievance Board

The Ontario Provincial Police Grievance Board deals with all employee complaints concerning working conditions and terms of employment, except those that come under the Police Act or its Code of Offences.

#### General Classes or Types of Records

Grievance Decisions

### Ontario Provincial Police Negotiating Committee

The Ontario Provincial Police Negotiating Committee negotiates amendments to and renewals of agreements or deals with any matter that may be the subject of bargaining.

#### General Classes or Types of Records

Committee Meeting Minutes

Negotiation Agreements

### Provincial Judges Benefits Board

The board authorizes payments of benefits to provincial judges and administers the Provincial Judges Benefits Plan.

#### Personal Information Banks

##### Judges' Pension Benefits

Location: Provincial Judges Benefits Board.Legal Authority: Courts of Justice Act, R.S.O. 1990, c.C.43; O. Reg. 332/84, s.35.Information Maintained: Name, social insurance number, address, assessment for superannuation/disability benefits, employment history.Uses: Determine eligibility; document payments.Users: Internal branch staff.Individuals in Bank: Provincial judges and/or spouses receiving benefits.Retention and Disposal: Forty years, then destroyed.



# METRO TORONTO CONVENTION CENTRE CORPORATION

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## Head

Minister of Culture, Tourism and Recreation  
President and Chief Executive Officer  
255 Front Street West  
Toronto, Ontario  
M5V 2W6  
(416) 585-8000

## Access

Freedom of Information and Privacy Coordinator  
Metro Toronto Convention Centre  
255 Front Street West  
Toronto, Ontario  
M5V 2W6  
(416) 585-8000



A reading room for the review of manuals and other information is open during regular office hours at 255 Front Street West, Toronto.

The Metro Toronto Convention Centre Corporation is a Schedule II agency of the Ministry of Culture, Tourism and Recreation. Since opening in October, 1984, the centre has earned a reputation as a world-class facility hosting more than 2 million visitors a year.

Consisting of a 200,000 sq. ft. column-free exhibit hall, 28,000 sq. ft. ballroom, 1,350 seat theatre, 40 meeting rooms, professional food preparation facilities and a 1,200 space parking garage, the centre accommodates small meetings for under 100 people to conventions of 15,000 and consumer shows attracting more than 200,000 people. The Convention Centre's consistent and outstanding quality in food and service is unsurpassed in North America.

## General Classes or Types of Records

Corporate Policies  
Credit  
Finance  
Government/Legal

## Manuals

A Guide for Employees

## Personal Information Banks

### Employment Applications

Location: Metro Toronto Convention Centre Corporation.Legal Authority: Metro Toronto Convention Centre, R.S.O. 1990, c.M.11, s.8.Information Maintained: Name, application forms,

letters of application, resumes.Uses: Identify potential candidates for vacancies.Users: Personnel staff, department managers.Individuals in Bank: Applicants for vacant positions.Retention and Disposal: Six months, then destroyed.

### Nursing Files

Location: Metro Toronto Convention Centre Corporation.Legal Authority: Metro Toronto Convention Centre, R.S.O. 1990, c.M.11, s.8.Information Maintained: Employee name, department, medical information.Uses: Maintain information supplied by employees to ensure continuity of medical treatment.Users: Nurse.Individuals in Bank: Employees who have consulted the nurse.Retention and Disposal: Not determined.

### Payroll Files

Location: Metro Toronto Convention Centre Corporation.Legal Authority: Metropolitan Toronto Convention Centre Act, R.S.O. 1990, c.M.11, s.8.Information Maintained: Employee name, address, telephone number, yearly earnings and deductions information.Uses: Determine correct pay and deductions for employees.Users: Payroll and senior accounting staff, auditors.Individuals in Bank: Employees of the centre.Retention and Disposal: Not determined.

### Personnel Files

Location: Metro Toronto Convention Centre Corporation.Legal Authority: Metropolitan Toronto Convention Centre Act, R.S.O. 1990, c.M.11, s.8.Information Maintained: Name, address, telephone number, medical information, employment history, salary, references, evaluations.Uses: Maintain necessary information for hirings, terminations, promotions, etc.; effectively administer personnel and related functions of the centre.Users: Personnel, payroll and senior managers.Individuals in Bank: Employees of the centre.Retention and Disposal: Not determined.

# **MINING AND LANDS COMMISSIONER**

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## **Head**

Commissioner  
Office of the Mining and Lands Commissioner  
Box 330  
24th Floor  
700 Bay Street  
Toronto, Ontario  
M5G 1Z6  
(416) 314-2320

## **Access**

Mining and Lands Commissioner  
Box 330  
24th Floor  
700 Bay Street  
Toronto, Ontario  
M5G 1Z6  
(416) 314-2320

Interested members of the public may make an appointment to view files or other information at 700 Bay Street, 24th Floor, Toronto, during the hours of 8:00 a.m. to 5:00 p.m. by phoning (416) 314-2320

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The office of the Mining and Lands Commissioner is an independent administrative tribunal responsible for hearing and deciding appeals under legislation administered by the Ministries of Natural Resources and Northern Development and Mines, including the Mining Act, the Conservation Authorities Act, the Aggregate Resources Act and others.

## **Common Records**

Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Job Competitions and Applications  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

## **General Classes or Types of Records**

Aggregate Resource Act Appeals  
Conservation Authorities Act Appeals  
Conservation Land Act Appeals  
Mining Act Appeals

# MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Mohawk College of Applied Arts and Technology  
Fennell Avenue and West 5th Street  
P.O. Box 2034  
Hamilton, Ontario  
L8N 3T2  
(905) 585-2067

## Access

Freedom of Information and Privacy Coordinator  
Mohawk College of Applied Arts and Technology  
Fennell Avenue and West 5th Street  
P.O. Box 2034  
Hamilton, Ontario  
L8N 3T2  
(905) 575-2067



A public reading room for the review of manuals and other information is open during regular office hours in the corporate offices, Room C111, Fennell Campus, Hamilton.

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Mohawk College provides educational programs in the fields of technology, applied arts, business, health sciences, skills and related areas. These are designed to benefit career- and employment-oriented secondary school graduates, adults and out-of-school youth, mainly from the Hamilton, Brantford and Brant County areas.

Mohawk College is operated by a Board of Governors, through the President. Reporting to the President are five operating divisions: Academic, Finance and Planning, Physical Resources, Student Services and Contract Services; and three support functions: Community Relations, Human Resources and Physical Resources. Head office is the Fennell Campus in Hamilton. The college operates six other major campuses: Chedoke and Wentworth in Hamilton; Stoney Creek and Hamilton Industrial Training Centre in Stoney Creek; Brant-Elgin and Brant-Colborne in Brantford, plus many smaller campuses and information centres throughout the Hamilton, Brantford and Brant County area.

## Academic Division

The Executive Vice President, Academic is responsible for the policy, planning, operation and direction of academic programs within Mohawk College Learning Resources; and the operation

of committees and task forces as appropriate to the development and monitoring of programs.

## Common Records

Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Teacher Workload Records (Standard Workload Form)

## General Classes or Types of Records

Hawk's Nest Restaurant - Operations  
Motor Vehicle Repair - Client Services

## Personal Information Banks

### College Services Clients

Location: Academic Division. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5. Information Maintained: Name of client, account and fee paid, address, details of work done, service supplied, special services/arrangements, telephone number, type of service required. Uses: Maintain a record of clients and work performed; assess progress of students performing services. Users: Manager and staff of department offering services as part of academic program. Individuals in Bank: Clients of academic program. Retention and Disposal: Not determined.

### Educational Research and Curriculum Development Services Clients

Location: Academic Division. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5. Information Maintained: Name, address, date of birth, project information, service information, status in college. Uses: Maintain a record of clients. Users: Educational Research and Curriculum Development Services staff. Individuals in Bank: Educational Research and Curriculum Development Services clients. Retention and Disposal: Not determined.

## Board of Governors

The Board of Governors is appointed by the Ontario Council of Regents, and is responsible for setting and controlling overall policy for Mohawk College, for the evaluation of the college mission and direction, for the setting of corporate goals and for the development and maintenance of appropriate corporate controls.

## General Classes or Types of Records

Bylaws  
Minutes of Board and Standing Committees  
Policies

## Finance and Planning

The Executive Vice President, Finance and Planning is responsible for policy and administrative support services in non-academic areas such as audit and finance, payroll and accounts, and planning services.



## **President's Office**

The President's Office, with the full authority of the Board of Governors, directs the business and academic affairs of Mohawk College. The Mohawk College Foundation and the Students' Union Corporation are independent organizations that operate at the direction of the college Board of Governors.

### **Common Records**

Board of Governors Membership  
Employee Personnel, Payroll and Benefits Records  
Ombudsman/Human Rights Commission  
Vocational Testing and Counselling

### **Manuals**

Policy and Procedures

## **Student Services**

The Vice President, Student Services is responsible for policy and administrative support services in all matters affecting students outside the classroom, laboratory and field trip involvement. These are counselling and career development, the Registrar's Office, athletics, medical services, student council and social activities.

### **Common Records**

FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Ontario Student Assistance Program  
Ontario Training Incentive Program Trainees  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History

# MINISTRY OF MUNICIPAL AFFAIRS

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## Head

Minister of Municipal Affairs  
17th floor, 777 Bay Street  
Toronto, Ontario  
M5G 2E5  
(416) 585-7000

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Municipal Affairs  
777 Bay Street  
Toronto, Ontario  
M5G 2E5  
(416) 585-7000

A public reading room for the review of manuals and other information is open during regular office hours on the second floor at 777 Bay Street, Toronto.

## Access for the Office for the Greater Toronto Area

Deputy Minister  
Office of the Greater Toronto Area  
Suite 1611  
20 Bay Street  
Toronto, Ontario  
M5J 2N8  
(416) 585-7000

A public reading room for the review of manuals and other information is open during regular office hours on the second floor at 777 Bay Street, Toronto.

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The Ministry of Municipal Affairs is responsible for local government and community planning in Ontario. Through operational and technical assistance, the ministry encourages renewal activity in municipalities, and sound planning at the community level. Appropriate legislative, institutional, organizational, financial and management policies for municipal governments are also determined by the ministry.

## Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card

Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Library Users Lists  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Parking Records  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

## Deputy Minister's Office

### Communications Branch

This branch provides communication services and acts as a marketing consultant to both the Ministry of Municipal Affairs and the Ministry of Housing.

### Legal Services Branch

The Legal Services Branch provides legal services for the Ministry of Municipal Affairs, associated offices and agencies of the ministry. It advises on legal matters and documentation, including statutes, regulations and proposed legislation. The branch also performs legal functions relating to municipal and planning legislation, and ministry operations. The branch is part of the Ministry of the Attorney General.

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Job Competitions and Applications  
Litigation Files  
Performance Management  
Professional Development  
Travel/Expense Accounts

### General Classes or Types of Records

Computer Contracts  
Consultants and Other Agreements (including agreements with municipalities)  
Government and Private Legislation and Regulations  
Litigation Files  
Minister's Zoning Orders and Amendments Committee Meetings  
Statutes, Publications and Bulletins

## Ontario Municipal Audit Bureau

The Ontario Municipal Audit Bureau audits provincial/municipal transfer payment programs for the Ministries of Agriculture and Food; Citizenship; Community and Social Services; Culture, Tourism and Recreation; Environment and Energy; Finance; Health; Housing; Municipal Affairs; Natural Resources; Northern Development and Mines; and Transportation.

The bureau ensures that transfer payment recipients comply with relevant agreements and legislation, and works closely with the ministries and municipalities to promote accountability and sound financial management practices.

### Public Records

#### Municipal Officials

Purpose: Publish Municipal Directory. Legal Authority: Municipal Act, R.S.O. 1990, c.M.45, s.82; Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30, s.82, s.4(1)(a) and s.4(4). Information Maintained: Names and titles of elected and some appointed municipal officials. Retrievability: Name, municipality, locality characteristics. Retention and Disposal: Three years, to coincide with municipal elections, then destroyed. Access Procedures: Director, Program Services Branch, 13th Floor, 777 Bay Street, Toronto, Ontario M5G 2E5. Tel: (416) 585-6243.

## Corporate Management Services Division

The Corporate Management Services Division provides specific support services to the ministry. These services include implementing the French Language Services Act and the Freedom of Information and Protection of Privacy Act, managing the ministry's information and technology resources, administering the municipal transfer payment programs, and overseeing the ministry's resource allocation and control processes and the strategic planning process, legislative agenda and Cabinet liaison.

### General Classes or Types of Records

Documentation on Status of Bilingual Ministry Personnel  
Statistical Information on Designated Municipalities

## Government Liaison Unit

The Government Liaison Unit (GLU) is responsible for strategic planning/management; Cabinet liaison; coordination of the ministry legislative agenda; and intergovernmental relations, including specific responsibility for coordinating ministry aboriginal activities. These responsibilities are carried out through a series of related activities that establish ministry business directions, manage priorities and coordinate resulting policy, legislative and intergovernmental initiatives. The unit is primary point of contact, corporately and for external clients, in

these matters. The unit also provides briefing and secretariat support to the Minister, Deputy Minister and the Ministry Executive Committee, and general support to ministry branches in policy and program priorities and activities.

### Common Records

Board of Governors Membership

### Manuals

Cabinet Submission Procedures  
Legislative Submission Procedures  
Procedures for Agency/Board Appointments  
The Ministry of Municipal Affairs Strategic Plan

## Information Management Branch

The Information Management Branch is responsible for managing information and technology strategies within the ministry.

Activities include long-range planning to assist ministry staff in acquiring information technology tools, training and support in the use of these tools and development of applications ensuring maximum benefit from the use of information technology.

The branch maintains a large database of information about Ontario municipalities, which is made available to other ministries, municipalities and individuals. The branch also provides cartographic and geographic information system services.

### Common Records

Freedom of Information and Protection of Privacy Act Requests

### General Classes or Types of Records

Municipal Analysis and Retrieval System

## Office of Services In French and Ministry Correspondence

The office manages the development of French language capabilities within the ministry. Staff advise all areas of the ministry on the potential impacts of ministry policies and initiatives on the francophone community in Ontario. The office administers a grant program to assist municipalities in establishing and developing municipal services in French, and acts as liaison between the francophone community and the ministry. The office is the ministry's government liaison with the francophone municipal association. The office also monitors and evaluates all ministry services in French in compliance with the French Language Services Act, 1986.

The office is also responsible for the tracking and production of all correspondence addressed to the Minister and Deputy Minister. The office monitors performance standards for correspondence and maintains a central filing system and information.



## Personal Information Banks

### French Language Skills Assessment

Location: Office of Services In French and Ministry Correspondence. Legal Authority: French Language Services Act, R.S.O. 1990, c.F.32, s.2 and s.14. Information Maintained: Name, French course information and employment status, branch, employment category, evaluation results, evaluator name, location. Uses: Compliance with the French Language Services Act. Users: Ministry staff, Office of Francophone Affairs, Ontario French Language Services Commission. Individuals in Bank: Ministry staff. Retention and Disposal: Duration of employment, then transferred to archives.

## Resource Planning Unit

The Resource Planning Section is responsible for the financial management planning process, resource allocation, results management, annual estimates submissions and the multi-year expenditure planning forecasts. The section also oversees the implementation of the Freedom of Information and Protection of Privacy Act.

### Common Records

Board of Governors Membership  
General Employment History and Payroll Information

## Subsidies Management Branch

The Subsidies Management Branch administers programs for the Ministry of Municipal Affairs under which grant or loan payments are made to municipalities, planning boards or individuals. It also pays property taxes to municipalities for government-owned properties that are tenanted.

Municipalities receive grants under Unconditional Grants Program; grants in lieu of taxes on provincially owned and occupied properties; and conditional grant programs for planning, zoning and other municipal improvements.

Grants are also available to assist municipalities with pay equity programs, to hire students and provide them with training and development under the Education and Training Program, to pay Municipal Services in French grants and to administer planning activities in planning areas within unorganized territory in northern Ontario.

The branch also captures and maintains a large database of municipal financial and statistical information about Ontario municipalities, which is made available to other ministries, municipalities and individuals.

## Personal Information Banks

### Annexation Assistance

Location: Subsidies Management Branch. Legal Authority: Barrie-Vespra Annexation Act, 1984. Information Maintained: Minister's order for payments - cheques and payment records. Uses: To reduce the loss of revenue due to boundary changes. Users: Ministry of Municipal Affairs. Individuals in Bank: Township of Vespra. Retention and Disposal: Permanent record.

### Assistance Under the Assessment Act

Location: Subsidies Management Branch. Legal Authority: Amendment to Assessment Act, 1989. Information Maintained: Memorandum from the Finance Branch to make payment. Uses: To offset the loss of municipal taxation revenue from the reassessment of distilleries. Users: Ministry of Municipal Affairs. Individuals in Bank: Fourteen municipalities. Retention and Disposal: Permanent record.

### Municipal Education and Training Initiatives Fund (METP)

Location: Subsidies Management Branch. Legal Authority: Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30, s.4; Order-in-Council 1773/85. Information Maintained: Payment requests from Field Management Branch. Uses: Decide eligibility for grants. Users: Ministry of Municipal Affairs. Individuals in Bank: Planning Boards, associations, banks and AMO. Retention and Disposal: Permanent record.

### Municipal Loan Fund Program (Under Social Contract Agreement)

Location: Subsidies Management Branch. Legal Authority: Letter of instruction from the Minister of Finance. Information Maintained: Name of municipalities involved, bylaw number of loan application, interest rates, loan amount, loan statement, loan transfer records, municipality name, repayments, signed loan agreement. Uses: To relieve the financial impact on municipalities as a result of UGA reductions. Users: Ministry of Finance, Ministry of Municipal Affairs. Individuals in Bank: Municipalities. Retention and Disposal: Permanent record.

### Municipal Student Awareness Program

Location: Subsidies Management Branch. Legal Authority: Ministry of Municipal Affairs and Housing Act, 1981, R.S.O. 1990, c.M.30, c.19, s.4; Order-in-Council 1773/85, as amended. Information Maintained: Application and claim forms including name, address, education. Uses: Establish municipalities' eligibility for subsidies to hire students for an 18-week period. Users: Branch staff Field Management Branch. Individuals in Bank: Students hired by municipalities qualifying for subsidies. Retention and Disposal: Four years, then transferred to archives.

### Ontario Disaster Relief Assistance Program

Location: Subsidies Management Branch. Legal Authority: Order-in-Council 1770/85. Information Maintained: Public agencies' and individuals' names and addresses, allowable grant

paid, personal financial information.Uses: Determine eligibility for grants.Users: Branch staff.Individuals in Bank: Individuals and public agencies suffering financial hardship as a result of natural disasters.Retention and Disposal: Three years, then transferred to archives.

#### Payments-in-Lieu of Taxes

Location: Subsidies Management Branch.Legal Authority: The Municipal Tax Assistance Act.Information Maintained: Names and addresses of ministries and Crown agencies.Uses: Pay grants to municipalities for provincially owned and occupied property.Users: Branch staff.Individuals in Bank: Owner ministries.Retention and Disposal: Three years, then transferred to archives.

#### Property Liens For Recovery of Municipal and School Tax Loans Provided to Private Land Owners Until 1980

Location: Subsidies Management Branch.Legal Authority: Municipal and School Tax Credit Assistance Act, R.S.O. 1967.Information Maintained: Names and addresses of property owners, amount received, property lien number, sequence number, year of receipt of loans.Uses: Maintain a record of liens placed on property for purposes of recovering property tax loans.Users: Ministry staff.Individuals in Bank: Individuals who received loans for payment of municipal and school tax credit.Retention and Disposal: Two years after discharge of lien, then transferred to archives.

#### Tenants of Provincial Properties Tax Program

Location: Subsidies Management Branch.Legal Authority: Assessment Act, R.S.O. 1990, c.A.31, s.18.Information Maintained: Names and addresses of tenants of provincial properties, property assessment and ownership, school support, share of property taxes paid.Uses: Pay municipal and school board taxes on provincially-owned and tenanted properties.Users: Branch staff.Individuals in Bank: Tenants of provincial properties.Retention and Disposal: Three years, then transferred to archives.

## **Corporate Resources Management Division**

Corporate Resources Management Division supports and advises the Ministry of Municipal Affairs in achieving program objectives by developing management policies and processes; setting administrative standards; delivering essential resource and support services, and providing ongoing advice on a range of management and workforce activities and issues through the following branches: Human Resources, Financial Services, Administrative Services, Audit Services.

### **Administrative Services Branch**

The Administrative Services Branch supplies the Ministry of Municipal Affairs with administrative services, including supply management, records, forms and manuals management,

printing, duplicating, office accommodation, design and telephone services, mail services and fleet management. Liaison is provided with the Ministry of Government Services to coordinate common services.

The branch is also responsible for the library located at 777 Bay Street, 2nd Floor. The library operates a Freedom of Information reading room which provides public access to the ministry's publications, statutes and operational manuals listed in the Freedom of Information and Protection of Individual Privacy Directory of General Records.

### **Audit Services Branch**

The Audit Services Branch is responsible for the internal audit function in the Ministry of Municipal Affairs. The branch reviews and reports on financial, computer, and management control processes and practices.

### **Financial Services Branch**

The Financial Services Branch provides financial management and accounting services related to Ministry of Municipal Affairs programs. These services include accounts payable, receipt of revenue, formulation of policies and procedures relating to financial control, and preparation of annual estimates and public accounts.

Financial liaison with the Provincial Auditor and the Ministry of Finance is also provided by the branch.

### **Human Resources Branch**

The Human Resources Branch provides a range of human resources services to the Ministry of Housing and the Ministry of Municipal Affairs, and the local housing authorities, with the exception of the Metropolitan Toronto Housing Authority (416-969-6330), which handles its own human resources functions.

The Human Resources Services provides redeployment, recruitment, human resources skills training, organization development and design, employee relations, grievance administration, and health and safety advisory services.

Workforce Policy and Planning is responsible for strategic human resources planning, and policy development and analysis.

Employee Services provides a range of employee-related services, including training and advisory services, information systems support, and pay and benefit services.

Labour Relations provides services in support of collective agreement negotiations for Ontario Housing Corporation. In addition, this section analyzes significant labour relations decisions and trends, contributes to policy development and assists in conflict resolution.



The branch continues to serve as the ministry liaison with the Civil Service Commission, Management Board Secretariat, Management Board of Cabinet, Ontario Public Service Employees Union (OPSEU) and the Canadian Union of Public Employees (CUPE).

## Municipal Operations

The branches within this division provide a full range of services to support local government, including community planning, community economic development, educational services, and financial and operational services. Service is provided through head office branches and a network of field offices.

### General Classes or Types of Records

Provincial-Municipal Relations  
Review and Processing of Restructuring and Boundary Files  
Subdivision and Land Severance - Approvals

### Manuals

Basic Accounting Package (BACPAC)

## Community Development Branch

This branch is the focus for the ministry's activities and support for Community Economic Development. It is responsible for CED policy development, and the design and management of new initiatives in support of CED. The branch coordinates with other Ministry of Municipal Affairs branches and other ministries in designing new initiatives to ensure consistency with broad provincial interests and priorities. It also promotes and markets community development concepts throughout the province in concert with overall government strategy.

The branch is responsible for delivering the Community Loan Fund and Community Investment Share programs, part of the jobsOntario Community Action initiative, as well as providing advice and assistance to the ministry's regional offices in delivering other components of jOCA. The branch also manages commitments under the ministry conditional grants programs such as PRIDE, Community Planning Grants, Planning Administration Grants and acts as liaison with Business Improvement Areas.

### General Classes or Types of Records

Business Improvement Area Program and Association  
Commercial Area Improvement Program  
Community Improvement Policies  
Community Investment Share Program  
Community Loan Fund  
Community Planning Grants Program  
Consultants' Reports  
Grant Programs to Municipalities

Grants - Municipal Education and Training  
Grants - Ontario Neighbourhood Improvement Program  
Grants - Planning Administration Grants Program  
Grants - Summer Experience Program  
Program for Renewal, Improvement, Development and Economic Revitalization

### Manuals

Business Area Improvement Manual  
Commercial Area Improvement Program Administration Guide  
Community Planning Grants  
Guidelines for Disaster Relief Committees  
Ontario Neighbourhood Improvement Program Administration Guide  
Program for Renewal, Improvement, Development and Economic Revitalization Administration Manual for Municipalities

## Field Management

The Field Management Branch, through its regional offices, supports local government by providing municipalities with services, programs and advice on municipal finance and administration, educational programs, land use planning, community improvement, boundary negotiation and other municipal structure issues.

### Manuals

Municipal Education and Training Grants

### Personal Information Banks

#### Improvement District Trustee Memberships

Location: Field Management. Legal Authority: Municipal Act, R.S.O. 1990, c.M.45, s.351. Information Maintained: Name, address, and (if volunteered by the applicant) date of birth, community experience, education, employment, marital status. Uses: Determine eligibility for membership. Users: Minister of Municipal Affairs. Individuals in Bank: Applicants for membership. Retention and Disposal: Until membership ends, then transferred to archives.

#### Line Fence Reference and Deputy Referee Appointments

Location: Field Management. Legal Authority: Line Fences Act, R.S.O. 1990, c.L.17, s.27(2). Information Maintained: Name, address, and (if volunteered by the applicant) date of birth, community experience, education, employment, marital status. Uses: Determine eligibility for appointment. Users: Minister of Municipal Affairs. Individuals in Bank: Applicants for appointment. Retention and Disposal: Until appointment ends, then transferred to archives.

#### Planning Board Memberships

Location: Field Management. Legal Authority: Planning Act, R.S.O. 1990, c.P.13, s.9 and s.10. Information Maintained: Name, address, community experience. Uses: Decide eligibility for membership. Users: Minister of Municipal



Affairs. Individuals in Bank: Applicants for membership on some planning boards. Retention and Disposal: Until membership ends, then files transferred to archives.

## **Municipal Boundaries Branch**

The branch assists municipalities in resolving municipal boundary and boundary-related disputes within the provisions of the Municipal Boundary Negotiations Act, assisting northern municipalities to strengthen their local government through applications to annex unorganized territory under the Municipal Act and through the development of innovative local government structures, conducting local government studies and implementing county government reform.

### **General Classes or Types of Records**

InterMunicipal Agreements (annexations/amalgamations)  
Municipal Bylaws (annexations/amalgamations/municipal restructuring)

### **Manuals**

A Guide to the Municipal Boundaries Negotiations Act (under review)

## **Plans Administration Branches**

The two Plans Administration Branches (Central and Southwest, and North and East) review and approve documents submitted under the Planning Act. These documents include official plans, official plan amendments, subdivision and condominium plans, land severance applications and road adjustment bylaws (except where the Minister has assigned or delegated approval authority). The branches also prepare and administer the Minister's zoning orders; approve part-lot control bylaws, title validations and deeming bylaws; comment on municipal zoning bylaws; and monitor the Minister's authority delegated to municipalities and planning boards in unorganized territories. Both branches are also responsible for the protection and implementation of provincial interests through the planning process.

### **Common Records**

Travel/Expense Accounts

### **Manuals**

Growth and Settlement Policy Guidelines  
Municipal Financial Reporting Handbook  
Planning Administration Grants  
Plans Administration Branch Planning Operations  
Plans Administration Policies and Procedures

## **Municipal Policy Development Division**

This division is responsible for the development of policies and the maintenance of legislation and regulations related to municipal government structure, finance and land use planning.

### **General Classes or Types of Records**

Background Information on Community Planning and Development  
Parkway Belt and Amendments  
Planning Studies  
Policy Statements on Land Use and Related Guidelines

## **Local Government Policy Branch**

The Local Government Policy Branch develops policy options and analysis relating to the powers, authority, structure, organization and electoral arrangements of municipalities. The branch also advises the Minister and the Government of Ontario on provincial policies concerning these matters.

## **Municipal Finance Branch**

The Municipal Finance Branch examines and develops policy alternatives for the municipal finance framework, which contribute to the financial viability and accountability of Ontario's municipalities. The municipal finance framework includes such aspects as property tax policies and policies related to other local revenue sources, provincial grants (including the unconditional grants program), investment, borrowing and debt policies, methods of financing infrastructure, pension issues and policies affecting municipal spending responsibilities and financial forecasting.

## **Municipal Planning Policy Branch**

The branch coordinates land use policy development and develops policy and legislation for the improvement of the municipal planning process in Ontario, including fundamental research and analysis of planning process issues. Activities include developing and implementing reforms to the land use planning system; facilitating the government's economic recovery initiative through the land use planning and development process; recommending changes to the Planning Act; developing policy statements under the Planning Act; developing policy guidelines; providing policy advice on private bills, Cabinet submissions and other government initiatives with community planning implications; and consulting broadly on community planning issues.

## **Provincial Planning Policy Branch**

The Provincial Planning Policy Branch is responsible for the strategic management and development of broad provincial policy initiatives that relate to the effective and efficient delivery of provincial services for community economic development and growth of regions, municipalities and rural areas of the province. It also manages provincial policy planning areas as defined by the Ontario Planning and Development Act and enacted through the Parkway Belt Planning and Development Act.

## Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Identity/Employee Card  
Job Competitions and Applications  
Performance Management  
Professional Development  
Travel/Expense Accounts

## General Classes or Types of Records

Background Information on Community Planning and Development  
Background Information on Different Provincial Sub-Areas  
Parkway Belt West Plan, Plan Amendments and Related Maps

## Agencies

### Board of Negotiation

The Board may act as a mediator in negotiating a settlement when real property is expropriated and no agreement can be reached on compensation. The property owner or the expropriating authority can request the services of the Board.

### Office for the Greater Toronto Area

The Office for the Greater Toronto Area serves the Government of Ontario, its agencies and the regional and local municipalities of Metropolitan Toronto, Durham, Halton, Peel and York as they manage the significant growth occurring in the area. Regional and local administrators participate in the process through the Greater Toronto Coordinating Committee (GTCC).

The office has a proactive and strategic role in assisting with the management of growth and development of the area. A key goal is to promote and develop the Greater Toronto Area as an affordable international centre that is liveable and sustainable both environmentally and economically. Publications available to the public are Growing Together, GTA2021 The Challenge of our Future (a vision document), and Shaping Growth in the GTA (a commentary report).

## Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)

Job Competitions and Applications  
Library Users Lists  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Parking Records  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

## General Classes or Types of Records

Administrative Information  
Agreements Between Consultants and OGTA  
Agreements Between Municipalities  
Airports  
Bulletins and Publications  
Capital Planning and Infrastructure Financing  
Consultants' Reports  
Freedom of Information  
Growth Management Strategy in the GTA  
Project Research and Development  
Rail Transit  
Records Relating to the Review and Processing of Cabinet Submissions and Proposed Legislation  
Reference Library  
Role and Mandate of the GTA  
Sewer and Water Information  
Toronto Waterfront Development  
Transportation Information  
Urban Structure Strategy

# MINISTER RESPONSIBLE FOR NATIVE AFFAIRS

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## Head

Minister Responsible for Native Affairs  
6th Floor, Room 6301  
Whitney Block  
99 Wellesley Street West  
Toronto, Ontario  
M7A 1W3  
(416) 965-1301

## Access

Freedom of Information and Privacy Coordinator  
Ministry of the Attorney General  
720 Bay Street  
Toronto, Ontario  
M5G 2K1  
(416) 326-4300



A public reading room for the review of manuals and other information is open during regular office hours on the fifth floor at 720 Bay Street, Toronto.

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## Ontario Native Affairs Secretariat

The Ontario Native Affairs Secretariat (ONAS) supports the Minister Responsible for Native Affairs. The secretariat develops corporate aboriginal affairs policy, coordinates the implementation of the government aboriginal agenda, negotiates and settles aboriginal land claims and manages the province's involvement in aboriginal self-government negotiations.

The secretariat determines strategic policy, liaises with line ministries, Cabinet Office and Management Board Secretariat. The office also coordinates federal-provincial agreements with the Government of Canada, other provincial governments, Indian Commission of Ontario, provincial and national aboriginal associations.

The Ontario Native Affairs Secretariat conducts self-government and land claims negotiations with aboriginal communities. It advises ministries on issues in aboriginal communities and conducts research and analysis on land claims. It is also responsible for the development of the frameworks for the implementation of the inherent right of self-government and the resolution of land claims.

It also coordinates interministerial policy and program development that impact on aboriginal governments and people. It advocates and supports line ministries' aboriginal legislative reform and policy and program development. It monitors line

ministry implementation of corporate aboriginal policies and the aboriginal reform agenda through review of all cabinet submissions. The office assists line ministries engaged in negotiations with aboriginal governments and organizations where new policy and/or program development is required, and is responsible for its own communications, finance, administration and executive services.

The secretariat provides legal advice and services, including legal support relating to aboriginal self-government and land claims negotiations. The office's lawyers interpret statutes and regulations, give advice concerning policy matters and prepare and review contracts, agreements and other legal documents.

The secretariat operates regional offices to support land-claims and self-government negotiations in the Thunder Bay, Temagami, Blind River, and Golden Lake areas. These offices provide local representation of Ontario's negotiating teams within the claim areas. They provide information on negotiations as they proceed, as well as receiving input and comments from residents of the claim areas and those affected by or interested in the claims. Regional offices play a key role in fulfilling Ontario's commitment to ongoing public consultation throughout negotiations.

## General Classes or Types of Records

Agreements and Legislation  
Band/Community Files  
Communications and Public Education  
Economic/Resource Development  
Government/Native Organizations/Committees  
Land Claims  
Negotiations  
Research on Aboriginal Issues  
Social Issues



# MINISTRY OF NATURAL RESOURCES

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## Head

Minister of Natural Resources  
6th Floor, Whitney Block  
99 Wellesley Street West  
Toronto, Ontario  
M7A 1W3  
(416) 314-2301

## Access

Information and Privacy Coordinator  
Ministry of Natural Resources  
380 Armour Road, Time Square  
P.O. Box 7000  
Peterborough, Ontario  
K9J 8M5  
(705) 740-1609

A public reading room for the review of manuals and other information is open during regular office hours in the Natural Resources Library which is located on the fifth floor at ICI House - 90 Sheppard Avenue East, North York. Telephone: (416) 314-1622.

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Publications, maps and licences are available in the Natural Resources Information Centre on the Main Floor, Room M1-73, MacDonald Block, 900 Bay Street, Toronto.

The ministry's mandate is to contribute to the environmental, social and economic well-being of Ontario through the sustainable development of natural resources; to ensure the longterm health of the ecosystem; to ensure the continuing availability of natural resources for the longterm benefit of the people of Ontario; to protect natural heritage and biological features of provincial significance; and to protect human life, the resource base and physical property from the threats of forest fires, floods and erosion.

The ministry has a head office and a field organization. The head office comprises the Office of the Deputy Minister, the Policy and Program Division, the Forest Industry Action Group, Corporate Services Division and Information Resources Division.

The field organization is encompassed by the Operations Division - Aviation, Flood and Fire Management, Great Lakes, Provincial Operations and Aboriginal Policy and Operations, and 4 regional offices - Northwest, Northeast, Central and Southern. Each regional office maintains between 5 and 8 district offices and several area offices. The ministry also has a number of work and research stations and affiliated agencies.

The Mineral Resources Group, consisting of the Ontario Geological Survey Branch, Mineral Resources Branch and Office of the Mines Assessor, was transferred from the Ministry of Natural Resources to the Ministry of Northern Development and Mines in 1985. All enquiries concerning the records of this group should be addressed to the Ministry of Northern Development and Mines.

## Deputy Minister's Office

### General Classes or Types of Records

Copies of Ministry's Correspondence  
General Administrative Records

### Personal Information Banks

#### Minister's Correspondence Unit

Location: Deputy Minister's Office. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31. Information Maintained: Name, address, correspondence and replies. Uses: Maintain a record of correspondence and its status; provide advice to the Minister. Users: Minister's and ministry staff. Individuals in Bank: N/A. Retention and Disposal: Letters and replies - current year and previous year; transferred to Records Centre for 9 years; then transferred to archives.

## Communications Services Branch

Communications Services Branch maintains records of MNR news releases, speeches, factsheets and other publications, displays and audio-visual products produced by the branch. Mailing lists and fax addresses are also maintained to facilitate distribution.

Films, video tapes, still photos and portable displays are maintained primarily for Ministry of Natural Resources use. Publications and video cassettes are available to the public through the Natural Resource Information Centres in Toronto, Peterborough and through some local MNR offices.

### General Classes or Types of Records

Audio-Visual Equipment  
Community Relations  
Publications Records

### Manuals

Audio-Visual Catalogue  
Communications Design Manual  
Communications Services Policies, Procedures and Guidelines  
French Language Services Policies, Procedures and Guidelines  
Speech Builder

## Employment Equity Unit

The Employment Equity Unit develops strategies and plans to achieve employment equity within MNR, and reviews the ministry's progress. The unit also audits employment practices in the ministry and recommends ways to eliminate barriers to employment equity. As well as representing the ministry to central agencies in matters related to equity, the unit also prepares and implements a training plan for employment equity.

### Common Records

Employment Equity Program

### General Classes or Types of Records

Accommodation Proposals for Physically Challenged Persons  
Audio-Visual Materials  
Employment Equity Correspondence  
Resources Library (employment equity-related publications)

## Organizational Development Branch

The Organizational Development Branch has four main areas of responsibility: redeployment, relocation, reengineering, quality assurance. Projects under the branch include the management of the relocation of MNR's Toronto main office to Peterborough; managing the redeployment of employees; establishing a quality assurance framework; implementing an audit program and coordinating corporate issues with respect to partnerships, quality service and performance measurement.

### Common Records

Career Planning/Training

### General Classes or Types of Records

Relocation Records  
Reorganization Records

### Manuals

Home Owner Employee Relocation Guidelines  
Learning Resource Catalogue  
MNR: Moving Forward

## General Classes or Types of Records

Briefing Notes  
Cabinet Submissions and Minutes  
Compliance - Policy and Analysis  
Contentious Issues Book  
Environmental Assessment  
Executive Committee Submissions and Minutes  
Fisheries - Policy and Analysis  
House Issues Book  
Intergovernmental Affairs  
Land Use Planning/Resource Management Planning  
Lands and Waters - Policy and Analysis  
Local Land Use Planning Program  
Parks and Natural Heritage - Policy and Analysis  
Plan Input and Review Program  
Policy Committee Submissions and Minutes  
Resources Products - Policy and Analysis  
Special Projects and Matters Arising in the House  
Strategic Corporate Planning, Work Planning, Corporate Directions  
Strategic Land Use Planning Program  
Timber Class Environmental Assessment Hearing  
Tourism Issues  
Wildlife - Policy and Analysis

### Manuals

A Framework for Resource Management Planning  
Briefing Note Manual  
Construction and Mitigation Handbook for Class  
Environmental Assessment Procedures Manual for MNR Activities  
Field Environmental Planning Procedures and Guidelines  
Guidelines for Land Use Planning  
Plan Input and Review Handbook  
Policies/Attitudes Towards the Generation/Use of Scientific Knowledge  
Policy and Procedures Directives, Policy and Planning Secretariat  
Public Involvement Guidelines

## Corporate Policy and Planning Secretariat

The Corporate Policy and Planning Secretariat is the ministry-wide coordinator for strategic planning and policy and program development. As well as developing and managing the corporate strategic planning system, the secretariat identifies emerging issues and provides issue-resolution support for the Minister, Deputy Minister and Cabinet Office. It is the lead group within MNR on land use and natural resources management planning, environmental assessment and municipal plan input and review. The secretariat is a focal point and advocate of ministry positions for dealings with Cabinet Office and other governments and agencies on matters concerning policy and planning.

## Corporate Services Division

The division is responsible for providing corporate administrative support and services for ministry programs. Comprises the following Branches: Legal Services, Human Resources, Finance and Administration Policy, Central and Support Services, and Assets Management and Land Sales. In addition the Integrated Financial and Administrative System Project (IFAS) reports to the assistant deputy minister.

### Common Records

Career Planning/Training  
Employment Application Inventory  
Employment Equity Program

## General Employment History and Payroll Information

### General Classes or Types of Records

Asset Inventories  
Coroner's Inquests  
Facilities Portfolio  
Facilities Project Management  
Government-Provided Employee Accommodation  
Information Technology Project  
Inventory of Parks, Buildings and Facilities  
Inventory of Sewer Systems in Provincial Parks  
Inventory of Water Quality (Ground Water in Selected Provincial Parks)  
List of Land Sales and Purchases  
Litigation (accident claims, claims by the Crown (MNR) proceedings against the Crown  
MNR "Building Green" Initiative  
MNR Facilities Data Base  
Mines (transferred to Ministry of Northern Development and Mines)  
Movable Assets  
Patents, Trademarks, Copyright  
Project Design in Provincial Parks  
Purchasing, Tenders and Proposals  
Regulations and Legislation for Acts Administered by MNR  
Rehabilitation Security Deposits (pits and quarries, timber, mines)  
Suppliers' Contracts and Agreements  
Treasury Board/Management Board Submissions/Minutes  
Youth Programs (Ontario Forest Rangers)

### Manuals

Communications Design Manual (includes A/V, publications and signs)  
Communications Services Policies, Procedures and Guidelines  
Computer-Aided Drafting and Design (CADD) Standards and Guidelines  
Design Criteria for Park Facilities  
Hazardous Materials and Safety Improvement Act  
Information Technology  
Learning Resources Catalogue  
Licence Issuing Manual (Fish and Wildlife)  
List of Environmental and Design Services for Provincial Parks System  
Main Office Facilities Program Manual  
Manual of Fire Financial Operations  
Occupational Health and Safety  
Park Permit Accounting Manual  
Parks Development Standard  
Payroll User's Manual  
Performance Measures Systems User's Guide  
Records and Information Management  
Revenue Receiving System User's Manual  
Speech Builder  
Staff Suggestion System Policy and Operating Manual

## Terms of Reference for Flood Plain Mapping

Unclassified IPPEBS User's Manual  
Work Program Planning and Procedures

### Central and Support Services Branch

The Central and Support Services Branch is responsible for corporate support services, including accountable advance services, accounts payable, accounts receivable (revenue). The revenue function includes the control of collateral securities, and records and reports on revenue from timber operations, sales and leases of Crown land, mining, aggregate, pits and quarries, and provincial parks operations, fish and wildlife licences and sundry other cash receipts.

The branch also provides corporate payroll and benefits services; corporate purchasing services; corporate capital asset and facilities management; central supply and distribution; and delivery of the fish and wildlife licensing system, including wildlife draws and the Outdoors Card.

### General Classes or Types of Records

Audio-Visual Materials (exhibits, displays, films, videotapes)  
Community Relations  
Inventory of Parks Buildings and Facilities  
Inventory of Sewer Systems in Provincial Parks  
MNR Facilities Data Base  
Purchasing, Tenders and Proposals  
Suppliers' Contracts and Agreements

### Personal Information Banks

#### Accounting System for Aggregates

Location: Central and Support Services Branch.Legal Authority: Aggregate Resources Act, R.S.O. 1990, c.A.8; R.R.O. 1990, Reg.15, s.7(1) and s.34(1).Information Maintained: Operator's name, address, licence number, collateral held in trust.Uses: Maintain records of collateral deposits and refunds.Users: Branch administrative staff, program specialists, district inspectors, legal and accounting firms for audit purposes.Individuals in Bank: Aggregate operators.Retention and Disposal: Two years, then destroyed.

#### Accounts Receivable - Gas and Oil Leases (MARS)

Location: Central and Support Services Branch.Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.102.Information Maintained: Individual's/Company's name, account number, address.Uses: Billing; collect revenue from oil and gas leases, exploratory licences.Users: Staff of Lands and Waters Policy Branch. Public access to names, addresses and amount of tax.Individuals in Bank: Mining companies, licensees and leaseholders.Retention and Disposal: Ten years, then transferred to archives.

#### Accounts Receivable - Land Sales and Water Power

Location: Central and Support Services Branch.Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.2, s.15, s.16, s.41 and



s.42. Information Maintained: Company's/Individual's name and address, account numbers, lease and sale numbers, leases, property descriptions. Uses: Maintain records of land and water power payments; bill and collect revenue for land sales/water power payments; maintain record of patented lands. Users: Staff of Lands and Waters Group, Titles Section, Financial Planning and Program Evaluation Section. Individuals in Bank: Private and government bodies producing water power, municipalities, ministries, individuals purchasing Crown land. Retention and Disposal: Ten years, then transferred to archives.

#### Accounts Receivable - Leases and Licences of Occupation

Location: Central and Support Services Branch. Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.2, s.20 and s.41. Information Maintained: Name, address, amount of rent, description of property, financial transactions pertaining to the property. Uses: Billing; collect fees. Users: Ministry officials. Public access to names, addresses and amount of rent. Individuals in Bank: Licensees and leaseholders. Retention and Disposal: Perpetuity.

#### Accounts Receivable - Timber Accounts Receivable System (TARS)

Location: Central and Support Services Branch. Legal Authority: Crown Timber Act, R.S.O. 1990, c.C.51, s.11(2). Information Maintained: Operator's name, address, customer and licence numbers. Uses: Bill for and collect revenue from stumpage and area charges for the removal of trees; maintain record of agreements, liens, etc. Users: Staff of Timber Sales Branch, regional and district offices. Individuals in Bank: Companies/Individuals licensed to remove trees from Crown properties. Retention and Disposal: Five years, then transferred to archives.

#### Hunting Licences

Location: Central and Support Services Branch. Legal Authority: Regulations made under the Game and Fish Act. Information Maintained: Name, address, date of birth, and, in some banks, hair and eye colour, height, weight. Uses: Issue licences; maintain identification records; user surveys; law enforcement. Users: Ministry staff. Individuals in Bank: Hunters. Retention and Disposal: Three years, then destroyed, except information contained under Outdoors Card (10 years).

#### Licence Issuers

Location: Central and Support Services Branch. Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1, s.43(2); Interpretation Act, R.S.O. 1980, c.219, s.27(b). Information Maintained: Name of licence issuer, account number, business location, licence types and quantities sent, revenue received/owed, telephone number. Uses: Maintain an inventory of fish and wildlife licences; maintain accounts receivable. Users: Staff of Licence Issuing Section, Outdoor Recreation Group, Communications Services Branch. Individuals in Bank: Individuals appointed by the Minister of Natural Resources as issuers of fish and wildlife licences. Retention and Disposal: Five years after resignation, then destroyed.

#### Miscellaneous Wildlife Applications, Permits and Licences

Location: Central and Support Services Branch. Legal Authority: Regulations made under the Game and Fish Act. Information Maintained: Name, address, and, in some banks, age, height, weight, hair and eye colour. Uses: Issue licences; maintain identification records; law enforcement. Users: Ministry staff. Individuals in Bank: Exporters (resident and non-resident), wild rice harvesters, hunters, trappers, farmers, preserve operators, collectors, guides, propagators/sellers of game birds. Retention and Disposal: Not determined.

#### Sport Fishing Licences

Location: Central and Support Services Branch. Legal Authority: Game and Fish Act, R.S.O. 1990, c. G.1; R.R.O. 1990, Reg. 490. Information Maintained: Name, address, date of birth, height and hair colour, outdoors card number. Uses: Licensing, enforcement and fisheries, licensing and enforcement staff. Users: Ministry fisheries, licensing and enforcement staff. Individuals in Bank: Licence holders. Retention and Disposal: Three years, then destroyed, except information contained under outdoors card (10 years).

### **Finance and Administration Policy Branch**

The Finance and Administration Policy Branch provides analytical/support services for a wide range of administration matters in order to assist ministry managers in achieving program objectives. The branch is responsible for corporate leadership and training in the areas of supply management (purchasing, contracting, warehousing, moveable assets and fleet/insurance), facilities and accommodation. In addition to ministry-wide corporate services (e.g. central supply warehouse, forms design, mail system), the branch provides specialized support services for all ministry main office programs. Such services include purchasing, a copy centre, mail room and assets management services. The branch also liaises with central agencies and lead ministries regarding administrative and policy matters, and works cooperatively with other ministries in coordinating common services, such as telecommunications, the acquisition and design of facilities and the purchase of automobiles.

#### **General Classes or Types of Records**

Accounts (land sales/rentals, water power leases, licences)  
Bankruptcy Reports  
Capital Projects (major and minor)  
Construction Lien Claims  
Financial Management - Volumes 1 and 2  
List of Land Sales and Purchases  
Records and Information Management  
Rehabilitation Security Deposits (pits and quarries, timber, mines)

#### **Manuals**

Financial Management Volumes 1 and 2  
Park Permit Accounting Manual

Revenue Receiving System User's Manual  
Supply Management

## Human Resources Branch

The Human Resources Branch works in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It establishes ministry personnel policies, procedures and appropriate classification and compensation levels for employees. The branch is also responsible for staffing, safety programs, Workers' Compensation, human resource planning, employee counselling, investigation of employee grievances and conflict of interest cases, French language services and all matters affecting working conditions and performance. The branch also serves as a liaison between the ministry and the Human Resources Secretariat, Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

The ministry's personnel and employee benefit records are maintained by the branch. For seasonal and contract employment, call the ministry's district offices, listed under the Field Organizations entries. For information regarding youth programs (Ontario Rangers, and Ontario/Quebec exchange call (705) 740-1208 Summer Experience and Environmental Youth Corps programs) call (416) 314-1875. For summer employment in the Metro Toronto area call (416) 314-1770; for summer employment throughout Ontario call (705) 740-1208 or (416) 314-1785 or (416) 314-1873; for general employment inquiries call (416) 314-1750.

Youth employment opportunities are administered by the branch. The major youth initiatives are the Ontario Ranger Program, Summer Experience Program and Environmental Youth Corps. The Ontario Ranger Program is an outdoor summer work/educational experience in a camp environment geared to seventeen-year-old students who are interested in resource management. The Summer Experience Program is a skills-oriented training program for youth between the ages of 15 and 24, 29 if disabled, designed to develop transferrable skills. The Environmental Youth Corps is an environmentally focused program exposing youth between the ages of 15 and 24, 29 if disabled, to environmental issues while at the same time offering job experience.

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)

Ombudsman/Human Rights Commission  
Performance Management  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Government-Provided Employee Accommodation  
Personnel

### Manuals

Central Attendance Recording System (CARS) User's Manual  
Communications Design Manual (includes A/V, publications and signs)  
French Language Services Policies, Procedures and Guidelines/Strategies Manual  
Hazardous Materials and Safety  
Home Owner Employee Relocation Guidelines  
Occupational Health and Safety  
Payroll User's Manual  
Performance Measures System User's Guide  
Personnel Policies and Procedures  
Unclassified IPPEBS User's Manual  
Unclassified Staff Policy Manual

### Personal Information Banks

#### Conflict of Interest

Location: Human Resources Branch.Legal Authority: Public Service Act, R.S.O. 1990, c.P.47.Information Maintained: Employee's name, documentation concerning conflict of interest.Uses: Determine whether or not there is a conflict of interest when staff carry on non-ministry activities or bid on ministry contracts.Users: Deputy Minister, employee.Individuals in Bank: Employees reporting conflicts of interest to the Deputy Minister.Retention and Disposal: One year, then transferred to archives.

#### Driver Training, Testing and Ministry Vehicle Accidents Records

Location: Human Resources Branch.Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8.Information Maintained: Names, address, age, driver's licence number, results of vision tests.Uses: Determine driver's qualifications.Users: Managers, safety officers, regional coordinators.Individuals in Bank: Classified and unclassified employees driving ministry vehicles.Retention and Disposal: Permanent.

#### Staff Transfers to Ministry of Northern Development and Mines

Location: Human Resources Branch.Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31.Information Maintained: Name, position of employee transferred to New Ministry of Northern Development.Uses: Record people, ceiling dollars, positions transferred.Users: Assistant Deputy Minister - Corporate Services Division, selected senior executives.Individuals in Bank: Employees transferred to Ministry of Northern Development and Mines.Retention and Disposal: Not determined.



## Integrated Financial and Administrative System Project

The Integrated Financial and Administrative System (IFAS) Project team has the responsibility for acquiring, modifying and implementing an IFAS for the Ministry of Natural Resources.

The information currently available from IFAS, at this stage in the system's implementation, includes anything to do with Expenditure Accounting, i.e., Accounts Payable, Purchasing, Journal Entry.

### General Classes or Types of Records

Information Technology Project Information  
MNR "Building Green" Initiative

## Legal Services Branch

The Legal Services Branch counsels the ministry on legal matters, including the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services such as preparing litigation, settling claims and acting at court hearings, are also supplied to the ministry. The Legal Services Branch is responsible to the Attorney General's Office.

### General Classes or Types of Records

Coroner's Inquests  
Litigation

### Personal Information Banks

#### Agreements and Contracts

Location: Legal Services Branch. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31, s.8; Interpretations Act, R.S.O. 1990, c.I.11, s.28(b). Information Maintained: Name, address, awards made, bonds, financial arrangements, payments, record of tenders opened, terms of agreement. Uses: Establish terms and conditions of contracts between the Crown and contractors. Users: Administrative officials in federal, provincial and municipal governments; and parties to the agreement/contract. Individuals in Bank: Federal, provincial and municipal government agencies, and contractors in the private sector who are a party to a contract. Retention and Disposal: Twenty-one years, then transferred to archives.

#### Claims and Legal Proceedings

Location: Legal Services Branch. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31, and various acts administered by the ministry. Information Maintained: Name, address, sex, age, accident reports, claim, charges, articles seized, compensation claims, cause of death, financial statements, penalties, employment, accident claims, proceedings against the Crown, fatalities, seizures, bankruptcy reports, prosecutions. Uses: Provide bases for possible litigation or preparation for prosecutions; resolve claims; evaluate cause of accident; obtain Minister's approval to expropriate land; Users: Ministry administrative officials. The Attorney General and the

Coroner's Office have access to some banks. Individuals in Bank: Individuals reporting accidents, charged with violations, pursuing litigation proceedings, identified in court action, owing the ministry money, or who have declared bankruptcy, or died in circumstances that may involve the ministry. Retention and Disposal: Maximum 12 years, then transferred to archives, some not determined.

#### Land Titles, Expropriations and Business Acquisitions

Location: Legal Services Branch. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31; Public Lands Act, R.S.O. 1990, c.P.43, s.2 and s.24(4); Game and Fish Act, R.S.O. 1990, c.G.1. Information Maintained: Name, affidavits, assets, licences, location of property, notice to vacate lands, quit claim deeds, settlements. Uses: Determine legal entitlement to lands; evict those occupying Crown lands without authorization; acquire commercial fishing businesses; determine compensation. Users: Ministry administrative officials. Individuals in Bank: Individuals occupying land without authorization or whose title is in dispute, or whose commercial fishing business has been purchased by the ministry. Retention and Disposal: Ten years, then transferred to archives.

#### Legal and Quasi-Legal Hearings and Inquiries

Location: Legal Services Branch. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31; and various specific acts such as the Aggregate Resources Act, R.S.O. 1990, c.A.8. Information Maintained: Name, address, appeals judgments, charges, financial information, hearing board documents, investigation reports, licences, medical information, permits. Uses: Provide basis for hearings; resolve complaints; prepare evidence for appeals to determine whether or not permits should be renewed, refused or cancelled. Users: Ministry administrative officials. Individuals in Bank: Individuals appealing ministry decisions, lodging complaints with the Ombudsman or appeals with the Mining and Lands Commissioner, or who have had pits and quarry licences renewed or refused. Retention and Disposal: Maximum 20 years, then transferred to archives.

#### Orders-in-Council

Location: Legal Services Branch. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31, and 19 Acts administered by the ministry. Information Maintained: Name, address, salary, social insurance number. Uses: Make appointments to agencies, boards and commissions. Users: Ministry administrative officials. Individuals in Bank: Public servants, ministries, government agencies, private citizens. Retention and Disposal: Eight years, then transferred to archives.

## Forest Industry Action Group

The Forest Industry Action Group was formed in January, 1992, to address the economic challenges in Ontario's forest products



industry. It is a small action-oriented core group that conducts much of its activities within a tripartite framework involving business, labour and government.

### General Classes or Types of Records

Correspondence  
Forest Industry Studies/Reports  
Minutes of Tripartite Meetings

## Information Resources Division

The division is responsible for the management of information as a corporate resource; information technology planning for the ministry; development and maintenance of corporate information systems; management of computer and telecommunications, networks and services; management of land and resource information; management and marketing of information products and services; access to natural resource information; library services; information resource policy, procedures, standards and guidelines; and, information resource training and education.

### General Classes or Types of Records

Crown Land Surveys  
Electrofishing Field Data  
Forest Management Information System (FORMAGAIN)  
Forest Resources Inventory

## Computer Services Branch

The branch coordinates the provision of reliable and secure computer and telecommunications services, along with technical and client support, in a cost effective manner.

### General Classes or Types of Records

Corporate Library  
Information Technology Lease Agreements  
Information Technology Operations Documentation

## Natural Resources Library

The Natural Resources Library at 90 Sheppard Ave. E. and the Research Library in Maple (416-832-7145) hold material related to renewable resources. The libraries serve ministry staff, other libraries and members of the public working on special projects concerning resources for which material is not available elsewhere. The public may use material for reference and by appointment only. The Natural Resources Library operates the ministry reading room to provide public access to manuals and internal procedures used by the ministry.

### Manuals

Forest Inventory Procedure for Ontario  
Instructions Governing Crown Land Surveys and Plans  
Manual of Supplementary Aerial Photography

Manuals on the Assessment of Regeneration Success by Aerial Survey  
Map Production  
Name Ontario  
Ontario Guidelines for Horizontal Control Surveys  
Ontario Specifications for Horizontal Control Surveys  
Principles of Geographical Naming  
Procedural Guide Governing the Survey of Mining Claims in Ontario  
Records and Information Management

## Natural Resources Information Branch

The Natural Resources Information Branch ensures the availability of positional and descriptive information about Ontario's land mass and the use of spatial technologies for managing geographic information.

Activities include the establishment and maintenance of a provincial geographic referencing system, geodesy, cadastral surveys, cartography, establishment and maintenance of the Provincial Digital Topographic Data Base, geographic information, geographic nomenclature, satellite and airborne remote sensing, and natural resource inventories. Branch programs are described individually under the entries that follow. Maps are distributed by the ministry's Natural Resource Information Centre (416-314-1666). District offices, listed under this ministry's Field Organization entries, can also provide information.

The Air Photo Library (416-314-1365) safeguards and maintains the Ministry's original air photo imagery flown for the forestry and mapping programs. Photographic contact prints and enlargements are produced in the laboratory to meet the demands of the public, government agencies and MNR mapping projects. Products are sold and distributed through the Natural Resource Information Centre (416-314-2001).

### General Classes or Types of Records

Aerial Photography ICAS Flight Reports  
Air Photo Library  
Forest Management Information System (FORMAGAIN)  
Marketing and Business Plans  
Ontario Land Inventory (OLI) Maps  
Ontario Topographic Data Base  
Polls and Surveys of Natural Resources Users  
Product Information Management System

### Manuals

Forest Inventory Procedure for Ontario  
Instruction Manual on the Assessment of Regeneration Success by Aerial Survey  
Instructions Governing Crown Land Surveys and Plans  
Manual of Supplementary Aerial Photography  
Map Production  
Name Ontario

Ontario Guidelines for Horizontal Control Surveys  
Ontario Specifications for Horizontal Control Surveys  
Principles of Geographical Naming  
Procedural Guide Governing the Survey of Ministry Claims in the Province of Ontario

## Natural Resources Information Centre

The Natural Resources Information Centre is a "one stop" inquiry centre for both the public and the government. Information and publications are provided on Ontario's fish, wildlife, forestry, mineral resources, lands and waters, and provincial parks. The centre sells hunting and fishing licences, topographical Ontario Basic Mapping, aerial photos and Forest Resources Inventory maps. Travel counselling is also provided to the public on provincial parks, hunting, fishing and outdoor recreation opportunities.

### General Classes or Types of Records

Instructions to Issuers of Angling and Hunting Licences  
Learning Resources Catalogue  
Ontario Base Map 1:20,000  
Ontario Base Maps 1:10,000

## Natural Resources Inventories Section

The Natural Resources Inventories Section is responsible for the establishment, implementation and operational maintenance of resource inventories and the related standards and methodologies. The section comprises 4 units.

The Natural Heritage Information Centre (NHIC) (705-745-6767) is a two-year project established in partnership with organizations involved in the conservation of natural heritage. The goal of the NHIC is to generate a permanent and dynamic atlas and data bank on rare, threatened and endangered species and spaces in Ontario.

The Data Acquisition Unit (705-945-6721) is responsible for acquiring and classifying data for resource inventories, which includes photo interpretation to classify forest stands (types of forest).

The Data Automation Unit (705-945-6694) is responsible for automating and compiling resource inventory data and controlling the quality of the data before insertion into the data bases. Currently the largest component data base is the Forest Resources Inventory (FRI).

The Inventories Management Unit (705-945-6688) is responsible for inserting the data into the databases and ensuring its operational maintenance, update and security. It is also responsible for creating the environment for "integrated" inventories management through new technologies which assist inventories maintenance. The Ontario Fisheries Information System (OFIS) (416-832-7292, Maple) is responsible for

developing and supporting data management tools for the capture and retrieval of fisheries scientific information, as well as maintaining the OFIS data base.

### General Classes or Types of Records

Aerial Photographs As-Done Flight Index  
Aerial Photography Flight Plan  
Aquatic Invertebrate Data  
Contractor's List  
Creel Census Reports, Fish Surveys, Yield Estimates  
Dynamics of Fish Populations (habitat control, age)  
Ecoregion Digital Database  
Electrofishing Field Data  
Endangered Species  
Field Collection Aquatic Records  
Fish Contaminant Data  
Fish Population Analysis System  
Fish Species Distribution Data System  
Fisheries Data Archive  
Fisheries Information Library  
Forest Resource Inventory (FRI) Product Distribution Ledgers  
Forest Resource Inventory Reports  
Forest Resources Inventory Aerial Photographs  
Forest Resources Planimetric Base  
Gran Titration Alkalinity System  
Historical Forest Resource Inventory (FRI) Attributes  
Historical Forest Resource Inventory Stand and Composite Maps  
Lake Inventory Data Base  
Large River Inventory Data  
Large Scale Photography and Database  
Ontario Fisheries Information System  
Ontario Forest Resources Inventory  
Ontario Land Inventory (OLI) Maps  
Pest Infestation Maps  
Stream Inventory Data  
Watershed Maps

### Manuals

Forest Inventory Procedure for Ontario

## Office of the Surveyor General

The Office of the Surveyor General administers the Surveys Act, Surveyors Act and Ontario Geographic Names Board Act and regulations; manages surveying services; and coordinates policy, priorities and development of programs in Crown land titles, geodetic services, geographic names and Crown land surveying activities.

Geodetic Services (416-314-1269) develops and publishes standards, guidelines and specifications for the performance of horizontal, vertical and three-dimensional surveys by surveyors; collects horizontal and vertical control survey network data for storage in the provincial horizontal control data bank (COSINE); maintains multipurpose control survey adjustment



and analysis programs (MANOR, MANOR V); and installs precise calibration base lines.

Geographic Names (416-314-1278) coordinates geographic names investigation, research and policy development affecting treatment of geographic nomenclature in Ontario; maintains an index of geographical and place names; provides toponymic service and undertakes investigations affecting geographical names for the Canadian Permanent Committee on Geographic Names, ministries, agencies, municipalities, the public, etc.; provides administrative support to the Ontario Geographic Names Board; and publishes principles for geographic naming.

Crown Land Surveys (416-314-1285) examines plans of survey of Crown land and mining land for alienation by lease, licence or letters patent; prepares descriptions for patent, lease, licence, Order-in-Council and regulations; and interprets and maintains custody of plans and field notes of original Crown surveys. Crown survey records, located at 90 Sheppard Ave. E., 4th Flr., North York, may be viewed by the public. The office prepares instructions for surveyors to make Crown surveys and manages land surveys for the ministry.

Crown Land Registry (416-314-1386) issues Crown leases, land patents (Crown patents) and licences of occupation from the land index system (formerly the Doomsday Book); information can be provided on land that was formerly Crown land. All of this data is available at the main office. For information contact ministry regional and district offices or Crown Land Registry.

### General Classes or Types of Records

Coordinate Survey Information Exchange - Horizontal  
Coordinate Survey Information Exchange - Vertical  
Crown Land Surveys  
Horizontal and Vertical Control Survey  
Land Index Listing (Doomsday Books, Land Index System)  
Land Index System Data Base  
Land Titles  
Provincial Toponymic Data Base

### Manuals

Instructions Governing Land Surveys and Plans  
Ontario Guidelines for Horizontal Control Surveys  
Ontario Specifications for Horizontal Control Surveys  
Principles of Geographic Naming  
Procedural Guide Governing the Survey of Mining Claims in the Province of Ontario

### Public Records

#### Crown Leases - Public and Mining Lands

Purpose: Record ownership and lease conditions of land.Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.2, s.16, s.41, and s.42; Mining Act, R.S.O. 1990, c.M.14.Information Maintained: Name, address, amount of rent, property description.Retrievability: Property description.Retention and Disposal: N/A.Access Procedures: N/A.

#### Licences of Occupation - Public Lands and Mining Lands

Purpose: Record ownership and licence conditions.Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.2 and s.20; Mining Act, R.S.O. 1990, c.M.14.Information Maintained: Name, address, amount of rent, property description.Retrievability: Property description.Retention and Disposal: N/A.Access Procedures: N/A.

### Provincial Mapping Office

The Provincial Mapping Office is responsible for supplying its various client groups and the public at large with various mapping products and services. This includes the establishment and maintenance of the Provincial Topographic Data Base, monochrome topographic maps, colour thematic maps, plans and sketches of Crown lands in the province. In addition, the section maintains standards which affect the above and supply consultative services on their use and implementation.

Data Acquisition (416-314-1215) administers the Ontario Basic Mapping (OBM) program, which is designed to provide a common base for geographical referenced topographic information. Contracts are handled with private industry for medium-scale digital topographic mapping.

The Digital OBM Program develops and maintains a database of digital topographic information for the Province of Ontario, and disseminates this data to users.

Thematic Mapping (416-314-1248) prepares the Ministry's colour thematic maps, including territorial, parks, hunting and fishing maps, colour brochures and graphics.

Data Base Maintenance (416-314-1262) is responsible for user support and the update of the digital topographic data base.

Large Scale Mapping (416-314-1233) is responsible for mapping for municipalities and for the management of the geographically referenced (controlled) aerial photography.

### General Classes or Types of Records

Crown Land Plan  
Digital Map Indexes  
Digital Topographic Database  
Index to Disposition of Crown Land  
Land Disposition Maps (G-Plans)  
Land Disposition Maps (M-Plans)  
Legal Description and Maps of Indian Reservations  
Map Projects (artwork, airphoto, negative film)  
Maps of the Provincial Parks  
Ontario Base Map  
Municipal Mapping  
Ontario Map

### Manuals

Map Production



## Provincial Remote Sensing Office

The Provincial Remote Sensing Office conducts technology and applications development projects and mapping programs related to natural resource inventories in such fields as forestry, geology, agriculture and land use planning, through the analysis of airborne and spaceborne remote sensing data (e.g., aerial photography, thermography, radar and satellite multispectral imagery). The office maintains a collection of LANDSAT satellite imagery for Ontario and a literature library, both of which may be used by the public. The section includes the Data Standards Secretariat, which has the responsibility for coordinating and facilitating the development, distribution and use of data standards in MNR. Under a technology transfer program, the Provincial Remote Sensing Office offers information on remote sensing and consultation on remote sensing research or application projects, to government organizations, private companies and universities/colleges. Remote sensing training courses are offered to provide practical experience in the use of a range of remote sensing data. Other forms of assistance in the teaching of remote sensing are provided to teaching institutions.

### General Classes or Types of Records

Localized Remote Sensing Thematic Maps  
Ontario Land Inventory  
Remote-Sensing Technology  
Resources Inventory (studies and maps)  
Satellite Imagery (computer tape, microfiche)

### Manuals

Manual of Supplementary Aerial Photography  
Manuals on Assessment of Regeneration Success by Aerial Photography

## Systems Development Branch

The Systems Development Branch is responsible for the management of ministry software systems. This includes systems planning, development, documentation, testing and migration to production. The branch is also responsible for management of the ministry's data architecture, design of corporate databases, development of information resources policy, implementation of the Freedom of Information and Protection of Privacy Act and consultation within the ministry on information management practices.

A prime focus of the branch is the establishment and implementation of the Integrated Natural Resource Information System within the ministry. The branch is committed to working with its clients to ensure that the Information Resources Division is aware of and responsive to the ministry's business and information needs. Strong emphasis is being placed on the development of small systems which will provide ministry clients with specific applications to meet the operational needs of the workplace.

## Common Records

Freedom of Information and Protection of Privacy Act Requests

### General Classes or Types of Records

Corporate Standards Tables  
Data Standards Data Dictionary  
Feasibility Studies  
Forms History Files  
Horizontal and Vertical Control Survey (monument record, reference sketches, computer data)  
Information Resources Guidelines and Directives  
Information Technology Feasibility Study Reports  
Information Technology Strategic Plan and Operational Plan  
Record Retention Schedules  
Simply Everything About Information Collected Here  
Small Corporate Applications Business Cases

### Manuals

Information Resource Policies  
Information Resources  
Information Technology  
Record and Information Management

## Zimbabwe Project

The goal of the Zimbabwe Project is to assist the Zimbabwe Ministry of Environment and Tourism to achieve the sustainable development of Zimbabwe's natural resources and environment by providing technical advice and assistance, particularly in the areas of policy development and coordination, data collection and analysis. The Director's office is located in Harare and is responsible for overseeing the management and coordination of two projects: an Environmental Planning and Co-ordination Unit, and a Research and Technical Branch.

A support office is located in North York and is responsible for day-to-day operations management, training coordination and the procurement of Canadian goods and services.

## Operations Division

Operations Division is responsible for the local implementation of all MNR programs. This is achieved through the 4 regions and 27 districts. In addition, four branches deliver or coordinate programs focusing on the management of the Great Lakes; coordination of aboriginal programs; aviation, flood and forest fire management; provincial parks operations; operational compliance; provincial hatchery and nursery programs; timber allocation, licensing and measurement; and staff training. The regions are responsible for science and technology transfer, site region planning, regional operatives, native liaison and conservation authority coordination. The Operations Division includes the following:

## Operations Analysis Unit

The Operations Analysis Unit serves the Assistant Deputy Minister, Operations, and the regions and districts. It is responsible for divisional workplan guidelines and budgets, as well as fiscal allocations and targets to the district level. It also provides budget and program analysis and advice, and input to corporate submissions.

### General Classes or Types of Records

Aquatic Weed Control  
 Budget Allocations  
 Budget Review  
 Canada-Ontario Rideau-Trent-Severn (CORTS)  
 Canoe Routes  
 Capital Development and Maintenance  
 Commercial Fish Buy-Outs  
 Conservation Officers' Weekly Activity Reports  
 Cottage Lot Program  
 Crown Land Camping  
 Crown Land Survey Plans (opinions, field notes, microfilm)  
 Dams - Operation and Maintenance  
 Dams - Operation and Maintenance, Generating Stations  
 District Cutting Licences and Forest Management Unit Records  
 Federal-Provincial Agreement for the Protection of Reserve Lands  
 Financial Audits of Conservation Authorities  
 Illegal Occupations of Crown Land  
 Local Roads Boards, Cottagers Associations  
 Map Project (artwork, air photo, negative film)  
 Mill Licence Reports  
 Municipal Drains, Subdivisions  
 Niagara Escarpment Plan  
 Ontario Land Inventory Maps  
 Program Reviews and Constraints  
 Queticq Foundation  
 Railway Crossings  
 Remote Sensing  
 Remote-Sensing Technology  
 Resource Status Reports (predator control, game harvest, wild rice, etc.)  
 Road Construction, Maintenance, Bridges  
 Satellite Imagery (computer tape, microfiche)  
 Solid Waste Disposal  
 Southern Ontario Guidelines for Work Program Planning  
 Southern Ontario Regional Issues  
 Strategic Fisheries Management Plans  
 Strategic Fisheries Plans (regions and districts)  
 Tenders, Agreements, Concessions  
 Tenders, Agreements, Service Contracts (parks)  
 Tourism - Lake Inventory  
 Transportation of Dangerous Goods  
 Tree Nursery Station Records (stock, container seed, chemical research, operations)

Tree Nursery Station Records (stock, seed, research and operations)

Unauthorized Occupations of Crown Land

Work Permits

Work Planning

### Personal Information Banks

#### Accommodation or Hunting Services - Certificates

Location: Operations Division. Legal Authority: O.Reg. 492/83. Information Maintained: Name/address of hunting service or tourist accommodation proprietors, name/address of non-resident bear/deer hunters, immediate resident relatives, bear- and deer-hunting reports. Uses: Analyze compliance with regulations; obtain non-resident bear-and deer-harvest information. Users: Regional wildlife specialist. Individuals in Bank: Proprietors of hunting services or tourist accommodations, non-resident bear and deer hunters. Retention and Disposal: Not determined.

#### Boat-Cache Decal Holders - Northwest Region

Location: Operations Division. Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.2. Information Maintained: Names and addresses of boat owners, makes, models, sizes, registration numbers, locations of boats cached in the northwestern region. Uses: Maintain inventory; control boats cached on Crown land. Users: Ministry lands, fisheries and timber staff. Individuals in Banks: Commercial operators, resource users, residents. Individuals in Bank: Proprietors of hunting services or tourist accommodations, non-resident bear and deer hunters. Retention and Disposal: Not determined.

#### Lakes and Rivers Improvement Act - Submissions

Location: Operations Division. Legal Authority: Lakes and Rivers Improvement Act, R.S.O. 1990, c.L.3, s.14(1). Information Maintained: Name, address, application for approval of plans and specifications, application for location approval, location of site, size and type of dam. Uses: Maintain records; provide basis for review and approval; maintain inventory of dams. Users: Regional and district administrative and technical staff. Individuals in Bank: Applicants. Retention and Disposal: Not determined.

#### Land Rentals Accounts Receivable System (RARS)

Location: Operations Division. Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.2, s.15, s.16, s.41, and s.42; Provincial Parks Act, R.S.O. 1980, c.401, s.21(1)(f). Information Maintained: Individual's/company's name, address, Algonquin and Rondeau Park leases, Crown and miscellaneous leases, account and lease numbers, annual rents and locations, easements, property descriptions, summer resort leases and licences of occupation. Uses: Bill for and collect revenue from Crown land leases and licences; maintain records of all transactions. Users: Staff of Land and Waters Group, Public Lands Section, regional and district offices. Public has access to select information. Individuals in Bank: Companies, individuals



renting Crown land.Retention and Disposal: Three years, then destroyed.

## Ministry Lists, Comments and Opinions

Location: Operations Division.Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31, and a number of other statutes assigned to the ministry.Information Maintained: Name, address, comments, opinions (only where comments or opinions have been solicited).Uses: To inform interested parties about ministry events or to solicit comments/opinions concerning natural resource management issues as per legislative requirements.Users: Applicable program staff.Individuals in Bank: Members of the public who have requested natural resource management information, or who have provided comments/opinions on natural resource management issues.Retention and Disposal: Not determined.

## Ontario Ranger Program

Location: Operations Division.Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31.Information Maintained: Ratings of Ontario rangers, comments on ratings.Uses: Rate performance; provide information to potential employers.Users: District manager; prospective employers, including government ministries, with consent of the individual.Individuals in Bank: Seventeen-year-olds accepted into the Ontario Ranger Program.Retention and Disposal: Two years, then destroyed.

## Petroleum Resources Data System (PRDS)

Location: Operations Division.Legal Authority: Petroleum Resources Act, R.S.O. 1990, c.P.12.Information Maintained: Names and addresses of licensed oil and gas operators.Uses: Obtain technical information for statistical purposes, reports, etc.Users: Ministry staff, associated governments, oil and gas industry.Individuals in Bank: Oil and gas producers and explorers, machine operators, land-owners and lessees.Retention and Disposal: Not determined.

## Pits and Quarries Licensees and Permittees

Location: Operations Division.Legal Authority: Aggregate Resources Act, R.S.O. 1990, c.A.8, s.7(1) and s.34(1).Information Maintained: Name, address, location of property, security on deposit for rehabilitation.Uses: Aggregate production on a yearly basis; determine amount spent on rehabilitation each year.Users: Administrative staff, and pits and quarries inspectors and supervisors.Individuals in Bank: Licensees and Permittees.Retention and Disposal: Not determined.

## Site Plan Replacement Schedule

Location: Operations Division.Legal Authority: Aggregate Resources Act, R.S.O. 1990, c.A.8, s.69.Information Maintained: Name, address, date site plan is to be replaced, location of property.Uses: Establish deadline for licensees to submit new plans. All former licensees under the Pits and Quarries Control Act who reapplied for a licence under the Aggregate Resources Act must submit new site plans within four years.Users: Administrative staff, pits and quarries

inspectors and supervisors.Individuals in Bank: Licensees.Retention and Disposal: Not determined.

## Trapline and Trapping Records

Location: Operations Division.Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1.Information Maintained: Trapper's name, conduct, harvest records, history of traplines.Uses: Administer regional trapping program; manage fur resources; decide on licence renewal, etc.Users: Program specialists, administrative staff, trappers.Individuals in Bank: Licensed trappers, fur dealers, applicants for new licences and transfers, fur sealers.Retention and Disposal: Some for five years, then destroyed; some in perpetuity.

## Tree Distribution System - Program Applicants

Location: Operations Division.Legal Authority: Forestry Act, R.S.O. 1980, c.175, s.8.2.Information Maintained: Name, address, description of property to be planted, nursery stock required and shipped, order number.Uses: Invoicing, stock control, shipping reports.Users: Nursery administrative and technical staff.Individuals in Bank: Applicants.Retention and Disposal: Five years, then transferred to archives.

## **Aboriginal Policy and Operations Branch**

The Aboriginal Policy and Operations Branch plans and directs the development and evaluation of policies and strategies of the ministry related to aboriginal people in Ontario. The branch is also responsible for ensuring that policies affecting aboriginal people are complemented through ministry operations. Leading and directing negotiations in Ontario and leading programs related to aboriginal people, are additional functions of the branch.

## **General Classes or Types of Records**

Native Issues

## **Aviation, Flood and Fire Management Branch**

The Aviation, Flood and Fire Management Branch is responsible for the coordination, development and delivery of both technical and program direction for provincial-level fire management, flood forecasting and warning, and flood emergency response. It also prepares policies and procedures for maintenance of the MNR air fleet, and provides non-scheduled air transportation.

## **General Classes or Types of Records**

Agreements for Aviation and Fire Control (federal, resource sharing, inter-agency, interprovincial, district)

Air Transport, Airbases

Aircraft and Water Bombers (acquisition, disposal, operation, etc.)

Canadian Armed Forces Search and Rescue

Chemical Fire Retardants

China Project

Commercial Aircraft Companies



Communications Towers, Satellites, Licences  
 Fire Decision Support System (detection, prevention, control operations)  
 Fire Emergency Service (service centres, training)  
 Fire Environment and Weather  
 Fire Review Data (statistics, forest values)  
 Flight Reports, Requests for Flying  
 Law Enforcement (fire investigators)  
 Lightning Locator Network  
 Prescribed Burning  
 Provincial Fire Centre Operations Plan

### Manuals

Fire Detection, Suppression, Training and Attack  
 Operation and Maintenance of Aircraft  
 Prescribed Burning

### Personal Information Banks

#### Forest Fire Personnel - Qualifications

Location: Aviation, Flood and Fire Management Branch. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31. Information Maintained: Name, qualifications, rank. Uses: Select staff for fire fighting operations. Users: Fire managers, district managers, regional directors, Fire Duty Officer. Individuals in Bank: Natural Resources staff. Retention and Disposal: Updated as changes occur, or every 12 months, then destroyed.

### Great Lakes Branch

The Great Lakes Branch leads and delivers integrated programs for the Great Lakes. It plans integrated management and protection of the Great Lakes ecosystems, does environmental and fish population assessment, and provides input on water levels and diversions. The branch is also responsible for planning and operating the provincial fish culture systems.

#### General Classes or Types of Records

Distribution of Fish Tags, Signs  
 Fish Disease, Hatchery Disease, Fish Nutrition, Distribution

### Provincial Operations Branch

The Provincial Operations Branch leads and delivers the provincial nursery and seed plant system and the operation of provincial parks, and coordinates provincial timber licensing and wood measurement. It also coordinates MNR training programs and leads the delivery of compliance programs, including the management of the Special Investigations and Intelligence Unit.

#### General Classes or Types of Records

Agricultural Habitat for Wildlife  
 Allowable Cut/Timber Depletion Calculation  
 Case Law and Transcripts  
 Conservation Officers' Records

Crown Nursery Audit Reports  
 Crown Timber Act and Regulations  
 Enforcement Occurrence Reports  
 Environmental Assessment for Wildlife  
 Forest Habitat for Wildlife  
 Forest Industry Mill Licences/Returns  
 Forest Management Agreements (FMAs)(negotiations, withdrawals and reviews)  
 Game Policy (habitat and management - big game, upland game, waterfowl)  
 Habitat Stewardship  
 Law Enforcement  
 Non-Game Policy and Management  
 Nursery Notes  
 Pest Control Records  
 Provincial Stock Production Cost Summaries  
 Research on Wildlife Species and Habitat  
 Scaling Audits  
 Seed Collection  
 Silvicultural Assessment and Information System  
 Stand Improvement and Site Preparation  
 Stock Production Summaries and Records  
 Timber Licences and Related Documents  
 Timber Management Plans  
 Timber Scaling  
 Tree Seed Program  
 Wildlife Education Services  
 Wildlife Inventory and Monitoring  
 Wildlife Policy Development, Extension and Education Services  
 Wildlife Strategy for Ontario

### Manuals

Aerial Spraying for Forest Management  
 Capital Maintenance Standards  
 Cone Collection and Seed Orchards  
 Development Standards  
 Enforcement  
 Enforcement Training  
 Forest Information Reports  
 Forest Management Policy, Procedures and Directives  
 Forest Resource Notes  
 Forest Resources Policy and Procedures Directives and Bulletins  
 Guide to Contracting  
 Minimum Operating Standards  
 Scaling Audit Reference Manual  
 Scaling Instructions  
 Seasonal Staff Training  
 Timber Management Planning for Crown Lands in Ontario (1986)  
 Timber Sales Policy and Procedures Directives  
 Timber Scaling Status System - User's Guide  
 Tree Planting  
 Visitor Services Notes  
 Waterfowl Habitat  
 Wood Measurement Policy, Procedures and Directive

## Personal Information Banks

### Private Container - Production Facilities with Multi-Year Agreements

Location: Provincial Operations Branch. Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.5. Information Maintained: Name, address. Uses: Reference; record agreements. Users: Provincial Operations Branch staff. Individuals in Bank: Private container - stock (tree seedling) producers with multi-year agreements. Retention and Disposal: Variable, then destroyed.

### Private Tree Planting Contractors

Location: Provincial Operations Branch. Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.5. Information Maintained: Name, address. Uses: Maintain list of contractors eligible to bid on tree-planting contracts. Users: Ministry forestry and field staff. Individuals in Bank: Private tree-planting contractors. Retention and Disposal: Permanent.

### Scaler's Licences

Location: Provincial Operations Branch. Legal Authority: Crown Timber Act, R.S.O. 1990, c.C.51. Information Maintained: Name, address, licence number, scaling course attendance and results, scaling refresher course history, other education, social insurance number. Uses: Issue licences; update eligibility lists of licenced timber scalers. Users: Forest Industry Operations Section staff. Individuals in Bank: Public- and private-sector licensees. Retention and Disposal: Updated annually, then transferred to archives.

### Scaling Audit Certificate

Location: Provincial Operations Branch. Legal Authority: Crown Timber Act, R.S.O. 1990, c.C.51. Information Maintained: Name, address, certificate number, scaling audit course attendance, results, scaling audit refresher course history, other education, social insurance number. Uses: Issue certificates; update eligibility lists of certified scaling auditors. Users: Forest Industry Operations section staff. Individuals in Bank: Scaling Audit Certificate holders. Retention and Disposal: Updated annually, then transferred to archives.

### Timber Cutting Permits

Location: Provincial Operations Branch. Legal Authority: Crown Timber Act, R.S.O. 1990, c.C.51, s.2. to s.7; Woodland Improvement Act, R.S.O. 1990, c.W.10, s.3. Information Maintained: Name, address, telephone number, description of property being cut, volume and values to be cut, payments. Uses: Record volumes cut and revenues. Users: Ministry forestry staff. Individuals in Bank: Permit holders. Retention and Disposal: Seven years, then transferred to archives.

## Compliance Operations Section

The Compliance Operations Section provides assistance and advice to field offices on various compliance and law enforcement matters. It is responsible for the development of

compliance policy and the development and coordination of all law enforcement training courses.

## General Classes or Types of Records

### Allocations

Commercial Fisheries and Bait-Fishing Reports  
Conservation Officer Training  
EHJV - Eastern Habitat Joint Venture  
Fish Culture Stations - Production  
Hatchery Stocking, Transfers and Shipments  
Lands and Waters Training Program Files, Audio-Visuals  
NAWMP - North American Wildlife Waterfowl Management Plan  
Native Land Claims (negotiations)  
Northern Ontario Resources Transportation Committee  
Training Materials

### Manuals

Authority Flood and Corrosion Control Project  
Commercial Fishing Licence Conditions  
Electrofishing Guidelines and Procedures  
Handbook of Fish Culture  
Project File Guidelines and Ranking Criteria for Conservation Authority

## Personal Information Banks

### Commercial Fishing and Bait-Fish Licences

Location: Compliance Operations Section. Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1; R.R.O. 1980, Reg. 414; Interpretation Act, R.S.O. 1980, c.219, s.27(b). Information Maintained: Name, address, designated fishing area. Uses: Evaluate suitability of applicant for a commercial fishing licence; control the number of bait-fish licences issued. Users: Branch administrative staff, program specialists, field staff. Individuals in Bank: Licence holders. Retention and Disposal: Maximum 10 years, then destroyed.

### Conservation Officer Training - Candidates

Location: Compliance Operations Section. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31. Information Maintained: Names, address, examinations and final marks for each candidate. Uses: Review performance, make recommendations for promotions, transfers, secondments. Users: Program managers. Individuals in Bank: Candidates for courses. Retention and Disposal: Indefinite.

### Intelligence Report

Location: Compliance Operations Section. Legal Authority: Criminal Code, R.S.C. 1970, c. C.34; Fisheries Act (federal), Game and Fish Act, R.S.O. 1990, c.G.1. Information Maintained: Name, address, date of birth, height, weight, sex, driver's licence number, social insurance number, distinguishing features, citizenship, spouse, present employers, bank. Uses: Special investigations; background information. Users: Coordinator of special investigations, special investigators, field conservation officers. Individuals in Bank: Individuals and



companies suspected of being involved in large-scale illegal operations.Retention and Disposal: Maximum three years, then destroyed.

#### Offence, Seizure and Prosecution Reports

Location: Compliance Operations Section.Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1; Fisheries Act (federal), Migratory Birds Convention Act, (federal).Information Maintained: Violations and violator's name, address, driver's licence, date of birth, time of infraction, charging officer and court results.Uses: Provide basis for legal proceedings for offences under any statute enforced by Ministry of Natural Resources; maintain law enforcement reports.Users: Law enforcement officers, law enforcement program managers/supervisors, courts and other law enforcement agencies.Individuals in Bank: Violators of statutes.Retention and Disposal: Maximum to 20 years, then transferred to archives.

### **Provincial Parks Operations Section**

See this ministry's Operations Division entries for the full addresses of the regional and district offices.

#### **General Classes or Types of Records**

Provincial Parks Capital Assets  
Provincial Parks Visitation Statistics

#### **Manuals**

Development Manual (formerly titled Capital Maintenance Standards)  
Development Standards Manual  
Enforcement Training Manual  
Minimum Operating Standards  
Visitor Services Notes

#### **Personal Information Banks**

##### Camping and Vehicle Permits - Reservations

Location: Provincial Parks Operations Section.Legal Authority: Provincial Parks Act, R.S.O. 1990, c.34; R.R.O. 1990, Reg. 952; Interpretation Act.Information Maintained: Registered camper's name, address, credit card number, senior citizen status, vehicle licence number, other campers in party.Uses: Reserve campsites; authorize permit holder and members of his/her party to occupy the designated campsite until the departure date; emergency or enforcement purposes.Users: Park clerks, gatehouse attendants, park superintendents and their assistants.Individuals in Bank: Individuals occupying or reserving campsites in provincial parks.Retention and Disposal: Current plus two years, then destroyed.

##### Charges and Occurrence Reports

Location: Provincial Parks Operations Section.Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31, typically Provincial Parks Act, Liquor Licence Act, R.S.O. 1990.Information Maintained: Name, address, age, evictions

and warnings, vehicle licence number, vehicle owner, violations.Uses: Issue warnings, Provincial Offence Notices, Summons and Parking Infraction Notices to offenders for violations of parks legislation.Users: Park Wardens, Ontario Provincial Police.Individuals in Bank: Offenders.Retention and Disposal: Maximum five years, then destroyed.

#### Park Complaints

Location: Provincial Parks Operations Section.Legal Authority: The Provincial Parks Act, R.S.O. 1990.Information Maintained: Complainant's name, address and telephone number, nature of complaint.Uses: Issue warnings, Provincial Offence Notices, Summons and Parking Infraction Notices to offenders for violations of parks legislation.Users: Provincial park managers.Individuals in Bank: Complainants.Retention and Disposal: Maximum 5 years, then destroyed.

#### Park Service and Concession Agreements

Location: Provincial Parks Operations Section.Legal Authority: Provincial Parks Act, R.S.O. 1990, c.34, s.7(3).Information Maintained: Name, home and business addresses, terms of agreement, type of concession or service.Uses: Identify type and extent of concession and service agreements and information for responding to public enquiries.Users: Staff at park/zone/region/main office.Individuals in Bank: Parties to service or concession agreements.Retention and Disposal: Maximum five years, then destroyed.

### **Regions (NORTHWEST, NORTHEAST, CENTRAL AND SOUTHERN)**

The primary purpose of the ministry's regions is to ensure coordinated delivery of ministry programs on an ecosystem basis. The Regional Directors lead, and are accountable for, successful program delivery at both the regional and district level. Regional staff provide direct delivery of the fire, parks, engineering, data management and petroleum resources programs, and conservation authority program management. Regional planning staff are responsible for determining the best program delivery strategies based on ecosystems and their interaction with the social and economic needs of the people. Regional scientific and technical staff collect and distribute the best information and knowledge available to help manage the regions' resources.

The districts deliver most ministry programs. Program delivery may be undertaken directly by district teams, in partnership with other stakeholders, or may be facilitated through other delivery agents. District teams deal directly with the public, and therefore have an important role in developing and implementing resource management initiatives which jointly benefit both the resource and the public. District staff deliver expertise in forest, fisheries, wildlife, land, waters, wetland and aggregate management.



## NORTHWEST REGION

The Northwest Region covers all territory east of Manitoba, north of Lake Superior and west of Manitowadge and the Northeast Region border. It includes one main office in Thunder Bay, one regional office (also located in Thunder Bay) and seven district offices (Kenora, Red Lake, Dryden, Fort Frances, Sioux Lookout, Thunder Bay and Geraldton).

## NORTHEAST REGION

The Northeast Region covers all territory east of Manitowadge and the Northwest Region border, north to both James and Hudson Bay, east to the Quebec border and south past Gogama to the Central Region border. Northeast Region includes two regional offices (Cochrane and Timmins), six district offices (Wawa, Hearst, Chapleau, Timmins, Cochrane at Kirkland Lake) and three area offices (Manitowadge, Kapuskasing, Moosonee and Gogama).

## CENTRAL REGION

The Central Region extends south from the Northeast Region border, east from Sault Ste. Marie to the Quebec border at Pembroke and then south past Minden to the Southern Region border. It includes one main office in Sault Ste. Marie, one regional office (Huntsville), eight district offices (Sault Ste. Marie, Sudbury, Parry Sound, Temagami, North Bay, Algonquin Park, Bancroft and Pembroke), and four offices (Blind River, Espanola, Bracebridge and Minden).

## SOUTHERN REGION

Southern Region covers the remainder of Ontario - east from the Detroit/Windsor border, north to Owen Sound, the Bruce Peninsula, and the Central Region border; as far east as Ontario's border with Quebec past Cornwall. It includes two main offices (Toronto and Peterborough), one regional office (Aurora), six district offices (Aylmer, Cambridge, Midhurst, Maple, Tweed and Kemptonville), and then area offices (Chatham, Wingham, Owen Sound, Simcoe, Fonthill, Lindsay, Napanee, Carleton Place, Brockville and Cornwall).

### General Classes or Types of Records

Canoe Routes  
Capital Development and Maintenance  
Conservation Officers' Weekly Activity Reports  
Cottage Lot Program  
Crown Land Camping  
Crown Land Survey Plans (opinions, field notes, microfilm)  
Dams - Operations and Maintenance, Generating Station  
District Cutting Licences and Forest Management Unit Records

Federal-Provincial Agreement for the Protection of Reserve Lands  
Financial Audits of Conservation Authorities  
Illegal Occupations of Crown land  
Local Roads Boards, Cottagers Associations  
Mill Licence Reports  
Niagara Escarpment Plan  
Ontario Land Inventory Maps  
Ontario Wetland Evaluation System  
Quetico Foundation  
Railway Crossings  
Remote Sensing  
Resource Status Reports (predator control, game harvest, wild rice, etc.)  
Road Construction, Maintenance, Bridges  
Solid Waste Disposal  
Strategic Fisheries Management Plans  
Strategic Fisheries Plans (regions and districts)  
Tenders, Agreements, Concessions  
Tenders, Agreements, Service Contracts (parks)  
Tourism - Lake Inventory  
Transportation of Dangerous Goods  
Tree Nursery Station Records (stock, container seed, chemical research, operations)  
Tree Nursery Station Records (stock, seed, research and operations)  
Unauthorized Occupations of Crown Land  
Work Permits  
Work Planning

### Manuals

Field offices have adapted ministry manuals to reflect their specific requirements.

### Personal Information Banks

Accommodation or Hunting Services - Certificates (NW)  
Location: Regions (NORTHWEST, NORTHEAST, CENTRAL AND SOUTHERN). Legal Authority: O.Reg 492/83. Information Maintained: Name/address of non-resident bear or deer hunters, relatives, hunting service proprietor name and address, tourist accommodation proprietor name and address, bear- and deer-hunting reports. Uses: Analyze compliance with regulations; obtain non-resident bear and deer harvest information. Users: Regional wildlife specialist. Individuals in Bank: Proprietors of hunting services or tourist accommodations, non-resident bear and deer hunters. Retention and Disposal: Not determined.

### Boat-Cache Decal Holders (NW)

Location: Regions (NORTHWEST, NORTHEAST, CENTRAL AND SOUTHERN). Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.2. Information Maintained: Boat owners names, addresses, numbers, makes, models, sizes, registration numbers, locations of boats cached in the northwestern regions. Uses: Maintain inventory; control boats cached on Crown land. Users: Ministry lands, fisheries and timber staff. Individuals in Bank:

Commercial operators, resource users, residents.Retention and Disposal: Not determined.

#### Lakes and Rivers Improvement Act - Submissions

Location: Regions (NORTHWEST, NORTHEAST, CENTRAL AND SOUTHERN).Legal Authority: Lakes and Rivers Improvement Act, R.S.O. 1990, c.L.3, s.14(1).Information Maintained: Name, address, location of site, size and type of dam, application for location approval, application for approval of plans and specifications.Uses: Maintain records; provide basis for review and approval; maintain inventory of dams.Users: Regional and district administrative and technical staff.Individuals in Bank: Applicants.Retention and Disposal: Not determined.

#### Land Rentals Accounts Receivable System (RARS)

Location: Regions (NORTHWEST, NORTHEAST, CENTRAL AND SOUTHERN).Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.2, s.15, s.16, s.41, and s.42; Provincial Parks Act, R.S.O. 1980, c.401, s.21(1)(f).Information Maintained: Individual's/company's name, address, Algonquin and Rondeau Park leases, easements, Crown and miscellaneous leases, summer resort, property descriptions, annual rents and locations.Uses: Bill for and collect revenue from Crown land leases and licences; maintain records of all transactions.Users: Staff of Land and Waters Group, Public Lands Section, regional and district offices. Public has access to select information.Individuals in Bank: Companies, individuals renting Crown land.Retention and Disposal: Three years, then destroyed.

#### Ministry Lists, Comments and Opinions

Location: Regions (NORTHWEST, NORTHEAST, CENTRAL AND SOUTHERN).Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31, and a number of other statutes assigned to the ministry.Information Maintained: Name, address, and/or comments and opinions (in case only where, comments or opinions have been solicited).Uses: To inform interested parties about ministry events or to solicit comments/opinions concerning natural resource management issues as per legislative requirements.Users: Applicable program staff.Individuals in Bank: Members of the public who have requested natural resource management information, or who have provided comments/opinions on natural resource management issues.Retention and Disposal: Not determined.

#### Ontario Ranger Program

Location: Regions (NORTHWEST, NORTHEAST, CENTRAL AND SOUTHERN).Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31.Information Maintained: Ratings of Ontario Rangers, comments on ratings.Uses: Rate performance; provide information to potential employers.Users: District manager; prospective employers.Individuals in Bank: Seventeen year-olds accepted into the Ontario Ranger Program.Retention and Disposal: Two years, then destroyed.

#### Petroleum Resources Data System (PRDS)

Location: Regions (NORTHWEST, NORTHEAST, CENTRAL AND SOUTHERN).Legal Authority: Petroleum Resources Act, R.S.O. 1990, c.P.12.Information Maintained: Names, addresses of licensed oil and gas operators.Uses: Obtain technical information for statistical purchases, reports, etc.Users: Ministry staff, associated governments, oil and gas industry.Individuals in Bank: Oil and gas producers and explorers, machine operators, land-owners and lesses.Retention and Disposal: Not determined.

#### Site Plan Replacement Schedule

Location: Regions (NORTHWEST, NORTHEAST, CENTRAL AND SOUTHERN).Legal Authority: Aggregate Resources Act, R.S.O. 1990, c.A.8, s.69.Information Maintained: Name, address, location of property, date site plan is to be replaced.Uses: Establish deadline for licensees to submit new plans. All former licensees under the Pits and Quarries Control Act who reapplied for a licence under the Aggregate Resources Act must submit new site plans within four years.Users: Administrative staff, pits and quarries inspectors and supervisors.Individuals in Bank: Licensees.Retention and Disposal: Not determined.

#### Trapline and Trapping Records

Location: Regions (NORTHWEST, NORTHEAST, CENTRAL AND SOUTHERN).Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1.Information Maintained: Trapper's name, history of traplines, harvest records conduct.Uses: Administer regional trapping program; manage fur resources; decide on licence renewal, etc.Users: Program specialists, administrative staff, trappers.Individuals in Bank: Licensed trappers, fur dealers, applicants for new licences and transfers, fur sealers.Retention and Disposal: Some for five years, then destroyed, some in perpetuity.

#### Tree Distribution System - Program Applicants

Location: Regions (NORTHWEST, NORTHEAST, CENTRAL AND SOUTHERN).Legal Authority: Forestry Act, R.S.O. 1980, c.175, s.8.2.Information Maintained: Name, address, description of property to be planted, nursery stock, required and shipped, order number.Uses: Invoicing, stock control, shipping reports.Users: Nursery administrative and technical staff.Individuals in Bank: Applicants.Retention and Disposal: Five years, then transfer to archives.

### **Conservation Authorities Section (SOUTHERN REGION)**

The section encourages the conservation, development and wise utilization of water and related resources by providing policy, procedural guidelines, funding, management and planning direction to 38 Conservation Authorities. The Conservation Authorities are semi-autonomous, corporate bodies established under the Conservation Authorities Act to further the



conservation, restoration, development and management of natural resources other than gas, oil, coal and minerals.

Through the section, grants are provided to Conservation Authorities to support resource management projects, e.g., watershed planning, flood prevention, flood control works such as dams and other non-structural measures, erosion control projects, and conservation and recreation land management (intensive and passive outdoor recreation, reforestation, woodlot, fish and wildlife management), protection and management of natural heritage lands.

The section deals with the Conservation Authorities (CAs) through the Ministry of Natural Resources regional office in Aurora. This section is also responsible for administering the Provincial Appointees selection process.

## Manuals

Authority Flood and Erosion Control Projects  
Design and Construction Guideline (Drainage)

## Policy and Program Division

The role of the Policy and Program Division is to provide leadership and excellence in defining natural resource policies and programs to accomplish sustainable development by creating strategic direction in the areas of natural resources management, environmental, social and economic policy; by developing and providing policy excellence; and by ensuring practical and integrated policy through a collaborative process. The division is comprised of four branches: Aquatic Ecosystem Branch, Resource Stewardship and Development Branch, Terrestrial Ecosystem Branch, Research Science and Technology Branch.

## Personal Information Banks

Ontario Renewable Resources Research Grant Program (ORRRGP) - Applications

Location: Policy and Program Division. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31. Information Maintained: Name, social insurance number, address, nationality, professional record, telephone number. Uses: Award grants. Users: Board members and selected external reviewers. Individuals in Bank: Applicants. Retention and Disposal: Not determined.

## Aquatic Ecosystems Branch

Aquatic Ecosystems Branch manages the fisheries resources of Ontario, including planning and coordinating commercial uses and sport-fishing opportunities.

## General Classes or Types of Records

Canada/Ontario Shore Damage Survey Base Maps  
Conservation Authority Policies

Erosion and Sediment Control for Urban Construction Sites  
Fish Community Synthesis Database  
Fish Culture Stations (plans, specifications)  
Fish Stocking  
Fisheries Policy and Procedure Directives, 1988  
Grants to Conservation Authorities - Policies  
Great Lakes Water Use Database  
Lake Trout Bibliography  
Strategic Plan for Ontario's Fisheries (SPOF)  
Water Efficiency Database  
Water Efficiency Strategy  
Watershed Reports  
Wetland Evaluation Database  
Wetlands

## Manuals

Dam Safety Program Manual  
Design and Construction Guideline (drainage)  
District Fisheries Management Planning  
Fill, Construction and Alteration to Waterways Regulation Guidelines  
Fill, Construction and Alteration to Waterways Regulation Manual  
Flood Plain Management in Ontario: Technical Guidelines  
Flood Plain Planning Policy Statement and Implementation Guidelines  
Great Lakes Coastal Zone Atlas (1976)  
Guidelines for the Preparation of the Great Lakes Shoreline Management Plans  
Habitat (Fish)  
Implementation Guidelines Under the Lakes and Rivers Improvement Act  
Lakes and Rivers Improvement Act Guidelines  
Lakes and Rivers Shore Management Planning Guidelines  
Natural Channel Design Manual  
Policy and Procedures Manual for Conservation Authorities  
Strategic Plan for Ontario's Fisheries (SPOF)  
Term of Reference for Floodline Mapping Studies (1986)  
Urban Drainage Design Guidelines  
Water Resource Model Software and Manuals

## Personal Information Banks

Commercial Fishing and Bait-Fish Licences

Location: Aquatic Ecosystems Branch. Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1; R.R.O. 1980, Reg. 414; Interpretation Act, R.S.O. 1990, c.I.11. Information Maintained: Name, address, designated fishing area. Uses: Evaluate suitability of applicant for a commercial fishing licence; control the number of bait-fish licences issued. Users: Branch administrative staff, program specialists, field staff. Individuals in Bank: Licence holders. Retention and Disposal: Maximum 10 years, then destroyed.



### Community Fisheries Involvement Program (CFIP) - Project Proposals

Location: Aquatic Ecosystems Branch. Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1, s.3; Interpretation Act, R.S.O. 1980, c.219, s.27(b). Information Maintained: Name and address of club, group, organization or individual, landowner's letter of permission. Uses: Evaluate the suitability of projects; evaluate eligibility for CFIP funding. Users: CFIP administrative staff in branches, regions and districts. Individuals in Bank: Project proponents, landowners. Retention and Disposal: Ten years, then destroyed.

### Fishing Permits - Scientific Collectors

Location: Aquatic Ecosystems Branch. Legal Authority: Ontario fishery regulations made under the Fisheries Act, R.S.C. 1970, c-849, s.1(79-131). Information Maintained: Name, address, affiliation, associates. Uses: Control the sampling of native fish species by private organizations. Users: Ministry fisheries staff and enforcement staff. Individuals in Bank: Permit holders. Retention and Disposal: Seven years, then transferred to archives.

### Fishing Preserves and Fish Propagation - Licences

Location: Aquatic Ecosystems Branch. Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1, s.12; R.R.O. 1990, Reg. 433; Interpretation Act, R.S.O. 1990, c.I.11, s.27(b). Information Maintained: Name, address, location of rural property, telephone number. Uses: Issue licences. Users: Ministry fisheries and enforcement staff. Individuals in Bank: Individuals licensed to maintain off-season fishing operations or to legally raise and sell fish. Retention and Disposal: Five years, then destroyed.

### Sport Fishing Licences

Location: Aquatic Ecosystems Branch. Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1; R.O.1986, Reg. 526/86. Information Maintained: Name, address, date of birth, height and hair colour. Uses: Licensing, enforcement and fisheries management. Users: Ministry fisheries, licensing and enforcement staff. Individuals in Bank: Licence holders. Retention and Disposal: Three years, then destroyed.

## **Research, Science and Technology Branch**

The branch is responsible for coordinating forest research which is used in the development of forest policy and forest management practices in the forest ecosystems in Ontario.

### **General Classes or Types of Records**

Aquatic Habitat Rehabilitation Inventory  
Black Bear Research  
Calcified Structure Data Extraction System  
Correspondence  
Credit River Spawning Survey Data  
Deer Winter Feeding  
Estimates of Biomass and Production of Zooplankton, Lake Erie  
Experimental Netting Records and Associated Scale Samples  
Fish Genetics Data

Fisheries Research General Data  
Forest Ecosystem Ecology Program  
Forest Growth and Measurement Program  
Forest Industry Studies/Reports  
Forest Landscape Ecology Program  
Forest Modelling and Productivity Program  
Forest Stand Ecology Program  
Genetic Resource Management Program  
Hardwood Silviculture Program  
Herbicide Susceptibility System  
Index Fishing - Lake Erie and Lake St. Clair  
Intensive Plantation Ecology Program  
Interagency Trawling - Western Lake Erie  
Mixed Wood Silviculture Program  
Pest Management Programs  
Polar Bear Research Data  
Provincial Snow and Winter Severity Database  
Provincial Tree Improvement Database, and Growth and Yield Database.  
Rabies Research Data and Specimen Collection  
Research on Forest Dynamics, Ecosystem Structure and Function, and Silviculture Practice and Impacts.  
Schedule History Files  
Seedling Production and Establishment Program  
Small Lake Inventory  
Stock Assessment - Lake Erie  
Technology Transfer and Information Program  
Trout Stream Habitat Modelling Database  
Vegetation Management Alternatives Research Trial Data  
Vendors Lists  
Walleye Sauger Bibliography  
Weather Records - South Baymouth  
Weather Temperature Data Series  
White Tailed Deer Habitat Data  
Whitefish and Associated Species Fisheries Research Data  
Wildlife Health Research Data  
Wildlife Morphology Data  
Wildlife Radio Tracking Data  
Wildlife Research Necropsy Records and Specimen Collections  
Wildlife Research, Northern Unit, CNFER  
Wolf Research Data and Specimen Collection  
Yearling Walleye Interagency Gillnetting

### **Manuals**

Forest Industry Action Group  
Growth and Yield Permanent Sample Plots Minimum Standards and Field Manual  
Issued to staff to provide technical information, standards and techniques

## **Ontario Forest Research Institute**

The Ontario Forest Research Institute (OFRI), formerly the Ontario Tree Improvement and Forest Biomass Institute (OTIFBI), and its three satellite stations, listed below, conduct and coordinate forest research to acquire basic and applied

knowledge and ensure its use in the development of forest policy and forest management practices in the forest ecosystems in Ontario. It currently has research programs in forest ecology, genetics, renewal and silviculture, which are focused on developing new knowledge of forest ecosystems structure and function to enhance forest sustainability. Research results are disseminated by way of publications, seminars/conferences, committees, input to policy, training, workshops, innovative products and procedures, consulting services, strategic data bases and biological materials.

The laboratories occupy 2,000 sq. metres in the new OFRI building, with an extended greenhouse facility and an off-site arboretum of 86 hectares.

In addition, there are laboratory facilities at the University of Guelph and at the Centre for Northern Forest Ecosystem Research (CNFER) operations.

### Personal Information Banks

#### Clients

Location: Ontario Forest Research Institute. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31, s.2. Information Maintained: None. Uses: To seek input and provide information on forest policy development. Users: Forest Policy Branch staff and managers. Individuals in Bank: Individuals and companies seeking or submitting information on forest policy development. Retention and Disposal: Not determined.

### Resource Stewardship and Development Branch

Stewardship, hunting and trapping, education and the enforcement of various acts administered by the ministry.

#### General Classes or Types of Records

Aggregate Commodity Studies  
Aggregate Resource Constraints in the Greater Toronto Area  
Aggregate Resources Digital Compilation  
Aggregate and Petroleum Resources Slide Collection  
Avian Species  
Big Game Harvest Cards  
Boating and Marina Records  
Captive Wildlife  
Community Wildlife Involvement Program  
Crown Timber Act Amendments 1990  
Economic Efficiency Analysis Model  
Environmental Guidelines for Access Roads and Water Crossings  
Fisheries Legislation  
Fuel Minerals - Policies, Procedures, Bulletins  
Fur Dealers  
Fur Harvest and Management  
Fur Management  
Habitat Stewardship

Hunting and Trapping Policies and Education  
Intelligence Reports  
January Waterfowl Survey  
Lake Planning  
Lands Program Policies and Approvals  
Large Mammal Bibliography  
Mammals  
Mid-December Goose Survey  
Municipal Land Use Compilation  
Niagara Escarpment Plan Area Digital Compilation  
Northern Ontario Resources Transportation Committee  
Peat Database  
Peat and Peatlands Technical Reports  
Pits and Quarries - Licences, Applications, Procedures, Rehabilitation Studies  
Predators  
Private Forest Road Agreements (Public Lands Act)  
Private Woodlands Strategy Documents  
Public Forest Roads (Public Lands Act)  
Survey of Recreational Fishing in Ontario  
Trapping, Traps and Snares  
Trees Act Tabloid Responses  
Urban Wildlife Damage  
Wild Turkey Management Information  
Wildlife Education Services  
Wildlife Validation Tag Inquiry Database  
Woodcock Singing Ground Survey

#### Manuals

Aggregate Resources Program Administration Manual  
Community Fisheries Involvement Program (CFIP) Guidelines for Program Implementation  
Land Management Policies and Procedures  
Petroleum Resources Policies, Procedures and Bulletins  
Resource Access Roads--Policy and Implementation Strategies and Guidelines  
Water Power Development Guidelines

### Personal Information Banks

#### Community Fisheries Involvement Program (CFIP) - Project Proposals

Location: Resource Stewardship and Development Branch. Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1,s.3; Interpretation Act, R.S.O. 1990, c.I.11, s.28(b). Information Maintained: Name and address of club, group organization or individual, landowner's letter of permission. Uses: Evaluate the suitability of projects; evaluate eligibility for CFIP funding. Users: CFIP administrative staff in branches, regions and districts. Individuals in Bank: Project proponents, landowners. Retention and Disposal: Ten years, then destroyed.

#### Fishing Permits - Scientific Collectors

Location: Resource Stewardship and Development Branch. Legal Authority: Ontario fishery regulations made under the Fisheries ASct, R.S.C. 1970, c-849, s.1(79-131). Information



Maintained: Name, address, affiliation, associates. Uses: Control the sampling of native fish species by private organizations. Users: Ministry fisheries staff and enforcement staff. Individuals in Bank: Permit holders. Retention and Disposal: Seven years, then to archives.

#### Fishing Preserves and Fish Propagation - Licences

Location: Resource Stewardship and Development Branch. Legal Authority: Game and Fish Act, R.S.O. 1990, R.R.O. 1990 Reg.490; Interpretation Act, R.S.O. 1990, c.I.11,s.28(b). Information Maintained: Name, address, telephone number, location of rural property. Uses: Issue licences. Users: Ministry fisheries and enforcement staff. Individuals in Bank: Individuals licenced to maintain off-season fishing operations or to legally raise and sell fish. Retention and Disposal: Five years, then destroyed.

#### Fur Administration

Location: Resource Stewardship and Development Branch. Legal Authority: Regulations made under the Game and Fish Act. Information Maintained: Name, address, date of birth, height, weight, hair and eye colour. Uses: Issue licences; maintain identification records; law enforcement and harvest management. Users: Wildlife and enforcement staff. Individuals in Bank: Trappers, fur buyers, dealers, importers, farmers, tanners/taxidermists. Retention and Disposal: Not determined.

#### Hunter Education

Location: Resource Stewardship and Development Branch. Legal Authority: Regulations made under the Game and Fish Act; Interpretation Act, R.S.O. 1990, c.I.11,s.28(b). Information Maintained: Name, address, sex, date and place of birth, languages spoken, height, weight, criminal history. Uses: Administration; maintain identification records; law enforcement. Users: Ministry hunter education coordinators. Individuals in Bank: Potential hunter education instructors, new hunters. Retention and Disposal: Not determined.

### **Terrestrial Ecosystems Branch**

Terrestrial Ecosystems Branch is responsible for program planning and policy development relating to land based species of wildlife, and habitat.

#### **Provincial Parks and Natural Heritage Section - Terrestrial Ecosystem Branch**

The Provincial Park and Natural Heritage Policy Branch has been divided in the organizational adjustment into two parts. One part moved with park operational responsibilities to the Provincial Park Operations Section, Provincial Operations Branch, the other part retains policy responsibilities and has become the Parks and Natural Heritage Section, Terrestrial Ecosystems Branch.

### **General Classes or Types of Records**

Agricultural Habitat for Wildlife  
Avian Species  
Ecological Data Repository  
Environmental Assessment for Wildlife  
Forest Habitat for Wildlife  
Forest Policy  
Forest Site Regions, Site Districts, Provincial Parks Maps  
Game Policy (habitat/management - big game, upland game, waterfowl)  
Mammals  
Non-Game Policy and Management  
Ontario Herptilefaunal Summary  
Ontario Landscape Description  
Ontario Wildlife Information System  
Parks User Survey  
Predators  
Provincial Parks Act Review  
Status of Provincial Parks in Site Regions and Site District  
Timber Production Policy Project  
Urban Wildlife Habitat  
Wildlife Inventory and Monitoring  
Wildlife Population Monitoring  
Wildlife Strategy for Ontario  
Wildlife in Captivity

### **Manuals**

Deer Management, Moose Management  
Habitat Management (Wildlife)  
Implementation Strategy, Areas of Natural and Scientific Interest  
Planning and Management Policies  
Wetlands Education  
Wildlife and Habitat Features

### **Personal Information Banks**

Park Complaints - Provincial Parks and Natural Heritage Section  
Location: Terrestrial Ecosystems Branch. Legal Authority: The Provincial Parks Act, R.S.O. 1990. Information Maintained: Complainants name, address, telephone number. Uses: To address concerns of complainants and provide better customer service. Users: Provincial park managers. Individuals in Bank: Complainants. Retention and Disposal: Maximum five years, then destroyed.

## **Agencies**

### **Comprehensive Planning Council**

The council, consisting of nine members, provides advice on matters related to land use and the management of natural resources in the Temagami District.

### **Common Records**

Employment Application Inventory



### **General Classes or Types of Records**

Administrative Documents  
Correspondence and Briefs From the Public  
Minutes of Council Meetings  
Reports to Ministers

### **Crown Timber Board of Examiners**

The board has three members and sets written and practical examinations in wood measurement to determine eligibility of and recommend candidates for scaler's licences.

### **General Classes or Types of Records**

Administration and Minutes of Board Meetings  
Recommendations to the Minister

### **Personal Information Banks**

#### Scaler's Licences - Applications

Location: Crown Timber Board of Examiners. Legal Authority: Crown Timber Act, R.S.O. 1990, c.C.51, s.34(1). Information Maintained: Name, address, supervisor's recommendation, telephone number. Uses: Determine eligibility for Scaler's Licence Course. Users: Board members. Individuals in Bank: Applicants. Retention and Disposal: Not determined.

### **Game and Fish Hearing Board**

The board hears appeals concerning commercial trapping, fishing and bait-fish licences, and makes recommendations to the Minister on whether or not a licence should be issued.

### **General Classes or Types of Records**

Appeals, Hearing Procedures  
Reports to the Minister

### **Lake of the Woods Control Board**

The board has four members, one representing Canada, one representing Manitoba and two representing Ontario. Responsible for regulating the levels of the Lake of the Woods and Lac Seul and the flows of the Winnipeg and English Rivers from the lake outlets to their confluence, and for the control of the diversion of water from Lake St. Joseph to Lac Seul under specified conditions.

### **General Classes or Types of Records**

Basin Management Studies  
Board By-Laws, Policies, Procedures  
Correspondence - Board and Basin Affairs  
Flow and Level Records

### **Ontario Fisheries Advisory Council**

As a citizen's advisory body to the Minister, the council makes recommendations on and monitors expenditures of revenues from resident sport-fishing licences.

### **General Classes or Types of Records**

Administration and Minutes of Council Meetings  
Reports to the Minister  
Submissions from the Public

### **Ontario Forestry Council**

The council recommends to the Minister of Natural Resources appropriate objectives, priorities and funding for forestry research in Ontario. Its 10 members are chosen from universities and the private and public sectors.

### **General Classes or Types of Records**

Minutes (associated background documents and reports)

### **Ontario Geographic Names Board**

The board investigates the background of geographic names and recommends names to be used on maps, subject to the approval of the Minister of Natural Resources.

### **General Classes or Types of Records**

Compilation of Official and Non-Official Names of  
Topographic Features and Places  
Names Submitted and Approved

### **Ontario Renewable Resources Research Review Board**

The board has a chairman and 11 members who are chosen from universities, government and private industry. They are responsible for recommending and reviewing financing for renewable-resource research at Ontario universities and comparable institutions.

### **General Classes or Types of Records**

Board Member Review Comments  
Consultation with External Reviewers  
Funding Applications  
Research Projects - Final Reports

### **Ottawa River Regulation Planning Board**

The board has seven members and was established under the terms of a Canada-Ontario-Quebec Agreement. Responsible for the preparation and continuing review of policies, guidelines and criteria for the integrated management of the principal reservoirs of the Ottawa River Basin in order to reduce flood damages along the river, its tributaries and in the Montreal area. It is also responsible for the operation and coordination of inflow forecasting, flow routing and optimization models that will reduce flood damage while having the least possible impact on users of the basin.

### **General Classes or Types of Records**

Basin Management Studies

Correspondence - Board and Basin Affairs  
Level and Flow Records

### **Provincial Parks Council**

As a citizen's advisory committee, the council reports to the Minister on matters assigned to it concerning policy, planning, development and management of the provincial parks system.

#### **General Classes or Types of Records**

Assignments - Background Material  
Reports to the Minister  
Submissions from the Public

### **Rabies Advisory Committee**

This committee, established in 1979, advises the minister on the development of suitable vaccines against rabies and an effective system for vaccinating wild animals. The six members are chosen from the academic community, and the fields of biology, health and agriculture. The secretary is a public servant with the Ministry of Natural Resources.

#### **General Classes or Types of Records**

Correspondence (contractors and others)  
Proposals for Rabies Research and Progress Reports  
Publications on Rabies  
Reports to the Minister, Cabinet Submissions  
Trials of Rabies Vaccine in Baits

# NIAGARA COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Niagara College of Applied Arts and Technology  
P.O. Box 1005  
Woodlawn Road  
Welland, Ontario  
L3B 5S2  
(905) 735-2211

## Access

Freedom of Information and Privacy Coordinator  
Human Resources Office  
Niagara College of Applied Arts and Technology  
P.O. Box 1005  
Woodland Road  
Welland, Ontario  
L3B 5S2  
(905) 735-2211



A public reading room for the review of manuals and other information is open during regular office hours at Woodlawn Road, Welland.

Niagara College is recognized as a dynamic centre of educational excellence. Our programs and services assist students, clients and staff to achieve their full potential and to contribute positively to societal needs and changes with pride, confidence and commitment. As a vital partner in the economic, cultural and social development of the Niagara Region, we enhance its prosperity and quality of life.

Niagara College is governed by a Board of Governors. The President, as the college's Chief Executive Officer, is responsible for the day-to-day operations of the college. Reporting directly to the President are the Vice President, Academic, the Vice President, Student Life and Human Resources, the Vice President, Administration and the Vice President, Ventures.

## Board of Governors

The college is governed by a Board of Governors comprised of 12 appointed external members, four elected internal members, the President (ex-officio) and an Executive Secretary to the board. The board is responsible for corporate management and direction.

## Common Records

Board of Governors Membership

## General Classes or Types of Records

Bylaws  
College Annual Report to the Minister  
Minutes of the Board and Standing Committees  
Operational Reviews

## Manuals

College Policy and Procedure  
Governor's Handbook  
Guidelines for Advisory Committee Members

## Office of the President

The President is responsible for the overall administration of Niagara College. The Vice President, Academic, the Vice President, Administration, the Vice President, Student Life and Human Resources, and the Vice President, Ventures report directly to the President.

## Common Records

Day Care Registrants  
Health and Medical Records  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

## General Classes or Types of Records

Annual Numbered Memoranda  
Minutes - Management Committees  
Program Approval Records  
Program Review Reports

## Manuals

Annual Report to Minister  
College Policy and Procedures Manual

## Personal Information Banks

### Advisory Committee Membership

Location: Office of the President. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19 s.5, R.R.O. 1980 Reg.640. Information Maintained: Name, address, home and business telephone number, occupation, biographical information, education, public or professional organization experience. Uses: Determine eligibility to serve on Advisory Committee; maintain record of committee members for contract and communications, fundraising and social activities. Users: Board of Governors, President's Office staff, academic and program staff. Individuals in Bank: Advisory Committee members. Retention and Disposal: Not determined.

## Office of the Vice President, Academic

The Vice President, Academic is responsible for the development and delivery of full-time and part-time academic programs and courses in the areas of Business, Hospitality, Foundation Studies, General Education, Health and Community



Studies, Technology, and Media and Design. Reporting directly to the Vice President, Academic are the directors of Community Services, Allied Health Studies, Technology, Business Studies, Media and Design, Hospitality and Tourism, Nursing Studies, International Education, Foundation Studies, Access and General Education and the Manager, French Language Services. Major program areas are communications, creative arts, human services, social sciences, computer, electrical, horticulture, manufacturing, mechanics, construction, applied management, tourism and hospitality, office administration, mathematics, specialized business program, nursing, dental, pharmacy, allied health and preschool education.

### **Office of the Vice President, Administration**

The Vice President, Administration is responsible for the financial management and a variety of support services within the college and also serves as the Treasurer of the Board of Governors. Reporting directly to the Vice President, Administration are the Directors of Financial Services; Physical Resources; Management Information Services; the Registrar; and Manager, Ancillary Services. The division's functions include the management of financial matters (budget, audit, revenue, payroll, college and student insurance) and the provision of support services (purchasing, receiving, inventory control, bookstore, early childhood centre, reprographics, computer services, academic and administrative staff and students, student enrolment, records and registration functions, financial aid and awards for students, telephone system, and property and plant).

#### **Common Records**

Graduate and Alumni Records  
Ontario Student Assistance Program  
Parking Records  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Registration and Academic History

#### **General Classes or Types of Records**

Child Care Direct Operating Grants Data

### **Office of the Vice President, Student Life and Human Resources**

The Vice President, Student Life and Human Resources is responsible for the overall administration of student life and human resources at the college. The Directors of Student Services and Human Resource Services; the Coordinator, Professional Development Committee; the Manager, Security/Operations/Health and Safety; and the Head Librarian of the Learning Resource Centres report directly to the Vice President, Student Life and Human Resources. The division's functions include the management of the Learning Resource Centres, athletics, health services, counselling, job placement, cooperative education placements, education and employment

equity, pay equity, human resource management and freedom of information.

#### **Common Records**

Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
Grievances and Applications  
Health and Medical Records  
Job Competitions and Applications  
Library Users Lists  
Ombudsman/Human Rights Commission  
Scholarships and Awards  
Student Athletics and Fitness Programs  
Student Counselling  
Travel/Expense Accounts  
Vocational Testing and Counselling  
Workers' Compensation

#### **General Classes or Types of Records**

Freedom of Information Files  
Professional Development Records

#### **Manuals**

Academic Staff Classifications  
Benefit Guide  
Collective Agreements  
Employment Equity Manual  
Freedom of Information Manuals  
Hiring Practice Handbook  
Hiring Procedures  
Pay Equity Manual  
Support Staff Classifications

### **Office of the Vice President, Ventures**

The Vice President, Ventures is responsible for the overall administration of adult skills development, access, apprenticeship and skilled-trades training programs, partnership development, marketing and communications. The Directors of Marketing and Communications; Skills Development; Joint Ventures; Access; Continuing Education; Technical Skills Training; and the general manager, The Centre for Environmental Training report directly to the Vice President, Ventures.

#### **Common Records**

FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Tests, Examinations and Assessments

#### **General Classes or Types of Records**

Labour Market Studies  
Research and Development Project Files

### **Personal Information Banks**

#### Employer Contact Files

Location: Office of the Vice President, Ventures. Legal

Authority: Order-in-Council 701/85. Information Maintained:

Name of contacts, name of organization, telephone numbers, training plans. Uses: Administer Ontario Skills Program. Users: Staff of the Ontario Skills Development Office and the Ministry of Skills Development. Individuals in Bank: Program

participants. Retention and Disposal: Seven years, then destroyed.

# NIAGARA PARKS COMMISSION

## Head

Minister of Culture, Tourism and Recreation  
Chairman of the Niagara Parks Commission  
2nd Floor, Oak Hall  
7400 Portage Road South  
P.O. Box 150  
Niagara Falls, Ontario  
L2E 6T2  
(416) 356-2241

## Access

Freedom of Information and Privacy Administrator  
The Niagara Parks Commission  
P.O. Box 150  
Niagara Falls, Ontario  
L2E 6T2  
(416) 356-2241



A public reading room for the review of manuals and other information is open during regular office hours at Oak Hall, 7400 Portage Road South, Niagara Falls.

The Niagara Parks Commission operates a park system consisting of 1,214 hectares along the Niagara River from Lake Erie to Lake Ontario. Within this park are recreation areas, scenic attractions, a marina, restaurants, gift shops, historic sites, golf courses and a horticultural school. The commission administers the Niagara Parks Act. Direct inquiries concerning open hours to main office: (905) 356-2241.

## Common Records

Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
Grievances and Applications  
Job Competitions and Applications  
Litigation Files  
Ontario Student Assistance Program  
Workplace Discrimination and Harassment Prevention Program

## General Classes or Types of Records

Applications for Privileges  
Capital Works Projects and Major Maintenance  
Drummond Hill Cemetery Records  
Grants in Lieu of Taxes  
Horticultural Practices and Procedures  
Land Rentals (Power Companies)  
Local Municipalities, Bylaws, Zoning  
Niagara Falls Illumination Board  
Niagara Parks Commission Concessions (reports and statistics)  
Occupational Health and Safety (inspections, training)  
Parking and Traffic  
Police Files (permits, investigations, occurrences)

School of Horticulture Files  
Special Events (tours, band concerts, film productions)

## Manuals

Police Officer's Handbook  
Seasonal Officer's Handbook

## Personal Information Banks

### Attendance Records

Location: Niagara Parks Commission. Legal Authority: Niagara Parks Act, R.S.O. 1990, c.N.3, s.4(1). Information Maintained: Name, records of work attendance. Uses: Record absences; provide attendance statistics. Users: Managers, Human Resources and Finance staff. Individuals in Bank: Commission employees. Retention and Disposal: Variable up to 50 years after employment termination, then destroyed.

### Employment Application Inventory

Location: Niagara Parks Commission. Legal Authority: Niagara Parks Act, R.S.O. 1990, c.N.3, s.4(1). Information Maintained: Applications, name, address, resumes. Uses: Identify candidates for employment. Users: Managers, Human Resources staff. Individuals in Bank: Job applicants. Retention and Disposal: One year, then destroyed.

### Occupational Health and Safety/Workers' Compensation Files

Location: Niagara Parks Commission. Legal Authority: Niagara Parks Act, R.S.O. 1990, c.N.3, s.4(1); Workers' Compensation Act, s.22, 23 and 133; Occupational Health and Safety Act, s.25, 26. Information Maintained: Name, social insurance number, address, telephone number, details of injury/accident. Uses: Process claims under Workers' Compensation Act. Users: Workers' Compensation Board, safety and Human Resources staff. Individuals in Bank: Commission employees. Retention and Disposal: Thirty years, then destroyed.

### Payroll Records

Location: Niagara Parks Commission. Legal Authority: Niagara Parks Act, R.S.O. 1990, c.N.3, s.4(1). Information Maintained: Name, address, date of birth, work history, other basic employee data. Uses: Issue paycheques; prepare statistical reports (e.g., T-4s). Users: Managers, Human Resources and Finance staff. Individuals in Bank: Commission employees. Retention and Disposal: Variable up to 50 years after employment termination, then destroyed.

### Personnel Files

Location: Niagara Parks Commission. Legal Authority: Niagara Parks Act, R.S.O. 1990, c.N.3, s.4(1). Information Maintained: Employee name, social insurance number, address, benefits, date of birth, telephone, marital status, sex, education, salary, employment history, evaluations. Uses: Maintain personnel records; administer human resources program. Users: Managers, Human Resources and Finance staff. Individuals in Bank: Commission employees. Retention and Disposal: Up to 50 years after employment termination, then destroyed.



### School of Horticulture Applications for Admission Inventory

Location: Niagara Parks Commission. Legal Authority: Niagara Parks Act, R.S.O. 1990, c.N.3, s.4(j). Information Maintained: Name, academic and work history. Uses: Determine eligibility/suitability for admission to the School. Users: Commission and School of Horticulture management staff. Individuals in Bank: Applicants for admission to the School of Horticulture. Retention and Disposal: One year, then destroyed.

### School of Horticulture Graduate and Alumni Records.

Location: Niagara Parks Commission. Legal Authority: Niagara Parks Act, R.S.O. 1990, c.N.3, s.4(j). Information Maintained: Name, date of birth, program and graduation information. Uses: Maintain a record of alumni for contact and communications re social activities and horticultural advice, developments and employment opportunities. Users: School of Horticulture office staff, alumni executive. Individuals in Bank: Graduates and alumni. Retention and Disposal: Not determined.

### School of Horticulture Student Records

Location: Niagara Parks Commission. Legal Authority: Niagara Parks Act, R.S.O. 1990, c.N.3, s.4(j). Information Maintained: Name, social insurance number, academic history, examination results, medical information, progress reports re practical and academic classwork, scholarships and awards, work history. Uses: Record level of academic success in the program; determine graduation status. Users: Commission management, School of Horticulture staff. Individuals in Bank: Students of the School of Horticulture. Retention and Disposal: Five years following graduation, then portion transferred to Alumni/Graduate Information Bank and remainder destroyed.

### Sightseeing Guide and Vehicle Owner Licence Records

Location: Niagara Parks Commission. Legal Authority: Niagara Parks Act, R.S.O. 1990, c.N.3, s.21(h) and (i). Information Maintained: Name, address, driver's licence number, employer, phone number, test results, vehicle and insurance information. Uses: Licensing, regulating and governing sightseeing activities on commission lands to ensure satisfactory standard of information services to visitors. Users: Public Relations, Finance and Police staff. Individuals in Bank: Holders of NPC Sightseeing Guide licence and owners of licensed sightseeing vehicles. Retention and Disposal: Two years then destroyed.

# COLLÈGE NORTHERN COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Collège Northern College of Applied Arts and Technology  
P.O. Box 2002  
South Porcupine, Ontario  
P0N 1H0  
(705) 235-3211

## Access

Freedom of Information and Privacy Coordinator  
Collège Northern College of Applied Arts and Technology  
P.O. Box 2002  
South Porcupine, Ontario  
P0N 1H0  
(705) 235-3211



A public reading room for the review of manuals and other information is open during regular business hours at the South Porcupine site.

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Collège Northern College provides practical, career-oriented education for post-secondary and adult students from the Districts of Cochrane and Temiskaming, as well as other areas of Ontario.

Collège Northern College is governed by a 17-member Board of Governors, which includes four non-voting members from faculty, support staff, student and administration groups, and the President as ex-officio member. The college comprises the following divisions: Finance and Administration, Human Resources, Student Services, Special Programs and Programs. The Programs Division serves the following fields, Mining and Instrumentation; Health Sciences, General Arts, Applied Arts, Business, Mechanical Welding and Skills, and Applied Technology which includes computers, electronics, and electrical and civil technology. Under the Programs Division, there is also the Bureau of Program and Staff Development and the Computer-Aided Division. There are five major sites: Moosonee, Kapuskasing, Timmins, Kirkland Lake and Haileybury, with several smaller educational centres throughout the area. Administrative headquarters are located in Timmins.

## Board of Governors

The Board of Governors is appointed by the Council of Regents and establishes college goals and policies, and oversees college operations. The board has three standing committees: Executive; Finance, Administration and Properties; and

Staff/Student/Academic Affairs. The college auditor and the James Bay Education Centre Advisory Board report directly to the Board of Governors.

## Common Records

Board of Governors Membership

## General Classes or Types of Records

Board of Governors Bylaws  
Board of Governors and Standing Committee Minutes  
James Bay Education Centre Advisory Board Minutes

## Finance, Administration and Physical Plant

The division is responsible for the management of the college's physical plant and ancillary operations (bookstore, student and staff residences) and for finance and administrative support services.

## Human Resources

The division provides personnel and human resource management services for the college.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
Grievances and Applications  
Health and Medical Records  
Job Competitions and Applications  
Ombudsman/Human Rights Commission  
Workers' Compensation

## General Classes or Types of Records

Special Reports on Early Retirement and Manpower Planning

## Manuals

Human Resources Procedures  
Personnel Manual

## President's Office

Appointed by and responsible to the Board of Governors, the President is Chief Executive Officer responsible for managing the business affairs of the college. The Director of French Services and the Director of Native Services report directly to the President.

## Manuals

Board of Governors Policy Manuals  
College Administrative Procedures

## Programs Division

The division provides educational programs to full-time students in the fields of Business, Health Sciences, Technology and Applied Arts. It also administers the Porcupine, Kirkland

Lake and Kapuskasing sites, as well as the Haileybury School of Mines and the James Bay Education Centre.

### **Common Records**

Co-op, Work Term, Final Job Placements  
Professional Development

### **General Classes or Types of Records**

Professional Development Records

### **Manuals**

Student Handbook

## **Special Programs**

The division is responsible for the negotiation and administration of all federal government direct and indirect seat purchase programs, continuing education, Ontario government-sponsored programs such as FUTURES, Ontario Basic Skills and the Ontario Skills Development Office, the Ontario Skills Incentive Fund, all Community Services programs, special projects and the Computer/Management Centre.

### **Common Records**

Day Care Registrants  
FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees

### **Personal Information Banks**

#### Community Services Program Clients

Location: Special Programs. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, telephone number. Uses: Placement of clients. Users: Special Programs Division staff. Individuals in Bank: Clients participating in the program. Retention and Disposal: One year, then destroyed.

#### Computer/Management Centre Clients

Location: Special Programs. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, name of trainee and/or name, sex of trainee, telephone number, telephone number of company. Uses: Administer and operate Computer/Management Centre. Users: Special Programs Division staff. Individuals in Bank: Individuals trained in computer and management courses through the centre. Retention and Disposal: Permanent.

## **Student Services**

The Executive Dean of Student Services administers student admissions and enrolment, student affairs and counselling, and marketing of the college's programs. The division also manages the student record information system for the college.

### **Common Records**

Graduate and Alumni Records  
Health and Medical Records  
Ontario Student Assistance Program  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Tests, Examinations and Assessments

### **Manuals**

Student Services Handbook



# MINISTRY OF NORTHERN DEVELOPMENT AND MINES

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## Head

Minister of Northern Development and Mines  
10th Floor, 10 Wellesley Street East  
Toronto, Ontario  
M4Y 1G2  
(416) 965-3707

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Northern Development and Mines  
c/o Legal Services Branch  
159 Cedar Street  
Sudbury, Ontario  
P3E 6A5  
(705) 963-3272



Two public reading rooms for the review of manuals and other information are open during regular office hours in the Mines Library on the eighth floor at 77 Grenville Street, Toronto, and on the third floor at 159 Cedar Street, Sudbury.

The Ministry of Northern Development and Mines was established in November, 1985 from the former Ministry of Northern Affairs and the Division of Mines and Minerals (except aggregates), which was transferred from the Ministry of Natural Resources.

The ministry's primary mandate is two-fold: to meet the special needs of northern Ontario by encouraging its business, industrial, economic and social development and coordinating other ministries' northern policies and programs; and to promote and regulate the development and use of the province's mineral resources.

The ministry consists of three divisions: the Corporate Services Division, the Northern Development Division and the Mines and Minerals Division.

A network of Northern Development Offices, located in some 27 communities throughout northern Ontario, provides information and assistance to individuals dealing with provincial government ministries, and works with local people, communities, and other government agencies to identify, develop and initiate a wide variety of local social and economic development projects. There are 5 offices of the Northern Industry Branch that provide assistance to develop entrepreneurship and growth of small business, encourage industrial investment and work to strengthen industry's international competitiveness.

Three regional offices of the Mines and Minerals Division administer a network of 13 Resident Geologist offices, seven Drill Core Libraries and eight Mining Recorder offices.

Two agencies report to the Ministry of Northern Development and Mines: the Northern Ontario Heritage Fund Corporation is a \$360 million government initiative with a mandate to assist small businesses, single-industry communities, new technology and special projects; the Ontario Northland Transportation Commission is a development agency that operates rail, bus, air and marine service in northern Ontario.

## Deputy Minister's Office

### Audit Services Branch

Audit Services performs internal audit functions, such as reviewing and appraising the ministry's financial and management control systems and ascertaining compliance with ministry and government policies and procedures.

### Employment Equity Office

The Employment Equity Office ensures that the ministry is an organization that reflects the diversity of the population it serves, and that all individuals have an opportunity for employment and advancement in the ministry based solely on their experience and ability.

### Common Records

Employment Equity Program  
Workplace Discrimination and Harassment Prevention Program

### Manuals

Accommodation in Employment for Persons with Disabilities  
Directives/Guidelines  
Employment Equity: Introduction and Directive  
Employment Equity Data Management Directive and Guideline  
Employment System Review Directive and Guide I and Guide II  
Workforce Analysis Directive  
Workplace Discrimination and Harassment Prevention  
Directive/Guidelines

### Legal Services Branch

This office provides legal services to the Ministry of Northern Development and Mines, and is responsible to the Ministry of the Attorney General.

### Common Records

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
Litigation Files  
Performance Management

Professional Development  
Travel/Expense Accounts

### **Toronto Support Unit**

The Toronto Support Unit provides reception and clerical staff support to the Toronto-based offices (Minister, Deputy Minister, Parliamentary Assistant and Legal Services), as well as visiting ministry staff.

The Northern Reception Centre provides office and boardroom facilities for northerners visiting Toronto.

## **Corporate Services Division**

The division is responsible for communications, employee and administrative services, and financial planning and policy coordination.

**Manuals**  
Ministry Manual

### **Communications Services Branch**

The Communications Services Branch informs the public, client groups and the news media about the ministry's activities, establishes communications policy for the ministry, advises other branches on communications issues and provides support to the Minister of Northern Development and Mines and the Deputy Minister. Activities include media liaison, special event coordination, answering public inquiries, advertising, and producing and distributing publications, news releases, promotional displays, audio-visual materials and library service.

**General Classes or Types of Records**  
Public Surveys

### **Information and Media Section**

The Information and Media Section provides media and public relations services on behalf of the ministry. Its staff researches, writes and coordinates approvals for news releases, speeches, feature articles and other print materials; coordinates media relations with regard to ministry or government news conferences and events; produces, in concert with other CSB services, the ministry newsletter "COMPASS"; fields public inquiries and acts as a broker for information sought on ministry or other provincial government programs and services; provides media monitoring services for the ministry and assists in the coordination of corporate advertising.

**General Classes or Types of Records**  
News Releases  
Speeches

## **Language and Correspondence Services Section**

This section coordinates and monitors the delivery of French language services, including translation, within the ministry and its agencies as required by the French Language Services Act.

The section also manages the ministry's Correspondence Unit responsible for logging, tracking and mailing all signed Minister's and Deputy Minister's corporate mail, and maintains a library that provides reference and interlibrary loan service to staff.

## **Strategic Communications and Marketing Section**

The Strategic Communications and Marketing Section provides communications support to the ministry and ensures effective program and issues management. The unit manages the planning process for all ministry communications, events, publications and other information projects originating from ministry clients and its three divisions.

**General Classes or Types of Records**  
Media Buys

## **Employee and Administrative Services Branch**

The branch provides accounting services to the ministry; corporate leadership and training in the areas of records management, and various office services; personnel functions and implementation of information technology.

The Accounting Services Section, Administrative Services Section, Human Resources Section and Information Technology Section report to the Employee and Administrative Services Branch.

### **Accounting Services Section**

The Accounting Services Section provides a complete range of accounting services to all ministry staff and clients. The specific services include accounts payable, accounts receivable, grants administration, payroll, reconciliation and control and systems administration.

Compliance with government directives and guidelines, as well as the Treasury Manual, require that Accounting Services ensure prompt and accurate collection, payment and reporting of all financial transactions in order to avoid jeopardizing the integrity of the ministry's financial status.

**Common Records**  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)

## Travel/Expense Accounts

### General Classes or Types of Records

Aged Report-Unmatched Journal Entry-Issuing Ministry  
Benefits Chargeback Detailed Report  
CA Reports - Monthly Account Listing  
CA Summary Account Listing  
CARS Report  
Canada Savings Bonds Detailed Deduction Report  
Canada Savings Bonds Verification Report  
Card Base  
Cash Receipts Report  
Cheque Register Report  
Corpay Reports  
Daily Direct Deposit Report  
Electronic Fund Transfer  
FAS 1 - SUMMARY  
FAS 2 - DETAIL  
Financial Controls  
Financial Translation - Summary  
IPPEBS to Central Accounts Interface - Salaries and Benefits  
Journal Entry Aged Report  
Journal Entry Error Report  
Journal Voucher Listing  
Local Payments - Cheque Register  
MARS Aged Listing  
MARS Alpha List  
MARS Edit Report  
MARS Overdue Accounts Listing  
MARS Penalty Report  
MARS Tax Notices  
MARS Tax Roll  
MARS Update Report  
Mining Accounts Receivable System  
Ministry Matched Journal Entries  
PVRP - Payment Voucher  
REV004 - Revenue Transaction Monthly  
Requisition Backout Listing  
Returned Cheque Processing Report  
Statistical Reports  
TRIMS Telephone Report  
Unmatched Inter-Ministry by Receiving Ministry  
Unmatched Journal Entry Listing by Issuing Ministry  
Validation Error Report  
Validation Run Summary

### Manuals

CARS Manual  
CCH- Canadian Payroll Management  
Corpay Manual  
Management Board Secretariat - Employment Equity  
Management Board of Cabinet Directives and Guidelines  
Manual of the Office of the Treasury  
Ministry of Northern Development and Mines Manual

## Administrative Services Section

The Administrative Services Section is responsible for corporate leadership and training in the areas of facilities management, corporate mail service, fleet management, purchasing services, records management, asset control and various office services.

### Common Records

Identity/Employee Card  
Parking Records

### General Classes or Types of Records

Materials Management Information Syst  
Purchasing Services

### Manuals

Ministry Manual

## Human Resources Section

The Human Resources Section performs personnel functions for the ministry in the areas of staff relations, classification, pay administration, employee benefits, staffing, occupational health and safety, employee counselling, employment equity, youth employment, training and development, and planning and policy.

### Common Records

Career Planning/Training  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Grievances and Applications  
Health and Medical Records  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Performance Management  
Professional Development  
Student Applications  
Workers' Compensation

### General Classes or Types of Records

Staff Research Reports

### Personal Information Banks

#### Medical Surveillance Records

Location: Human Resources Section. Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.26. Information Maintained: Name, social insurance number, test results. Uses: Workers' Compensation Board claims. Users: Occupational Health and Safety Section staff, on-site manager, Workers' Compensation Board staff, health and safety committees. Individuals in Bank: Ontario public servants, Crown employees. Retention and Disposal: Not determined.



## Information Technology Section

The Information Technology Section is responsible for support to all business areas of the ministry in the utilization of information and technology.

The section provides coordination, consultation, facilitation, planning, implementation and management services in the areas of information management, business improvement, security, education and training, policy and standards, technical infrastructure and telecommunications.

## Financial Planning and Policy Coordination

The section coordinates the policy and planning processes for the ministry. Responsibilities include providing advice to the Minister and Deputy Minister on corporate policy and planning, coordinating policy development within the ministry, developing and monitoring annual expenditure plans, coordinating northern native policy and issues resolution and maintaining liaison between the ministry, central agencies and other levels of government.

### General Classes or Types of Records

Corporate Planning Files  
Financial Planning (Budgetary) Records  
Native Issues Files  
Policy Files

### Manuals

Human Resources Secretariat Directives and Guidelines  
Management Board of Cabinet Directives and Guidelines  
Ministry of Northern Development and Mines Directives and Guidelines

### Personal Information Banks

#### Refinery Licence Records

Location: Financial Planning and Policy Coordination. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.158. Information Maintained: Individual's/Corporation's name, address. Uses: Maintain record of applications for refinery licences. Users: Mineral statistics staff. Individuals in Bank: Refinery licence holders. Retention and Disposal: Five years, then destroyed.

## Mines and Minerals Division

The division is responsible for the activities and programs described below.

### Public Records

#### Claim Tags - Sales

Purpose: Maintain a record of claim tags sold to individuals; verify correspondence of claim numbers to prospector's licences. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.47. Information Maintained: Individual's/Company's name,

prospector's licence number. Retrievability: Name, prospector's licence number. Retention and Disposal: Perpetuity. Access Procedures: Requests made in person, in writing or by telephone to the nine Mining Recorder Offices listed in the blue pages of the public telephone directory.

#### Claims Index

Purpose: Monitor and maintain a record of mining claims in good standing. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.7. Information Maintained: Individual's/Company's name, prospector's licence number. Retrievability: Name, claim number. Retention and Disposal: Perpetuity. Access Procedures: Requests made in person, in writing or by telephone to the nine Mining Recorder offices listed in the blue pages of the public telephone directory.

#### Prospectors' Licences

Purpose: Maintain a record of the status of prospectors' licences. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.19, s.21, s.22 and s.23. Information Maintained: Individual's/Company's name, address, prospector's licence number. Retrievability: Name. Retention and Disposal: Perpetuity. Access Procedures: Requests made in person, in writing or by telephone to the nine Mining Recorder Offices listed in the blue pages of the public telephone directory.

## Client Services Branch

This branch is responsible for information services within the division. Included in this branch is the Data Services Section and the Library. The Data Centre is responsible for the standards, policies, construction and supervision of the divisions digital files. The Library provides research facilities for ministry staff, the mining industry and the general public.

### General Classes or Types of Records

Research Studies  
Resource-Base Studies  
Statistical Reports  
Task Force Reports

## Data Services Section

The Data Services Section is responsible for the management of public information collected by, or entrusted to, the Mines and Minerals Division. This is done through the Mines Library and the ERLIS public access computer system. With regards to ERLIS, the section is responsible for setting the standards, design and construction of a number of geoscientific and mining databases to be accessed, shared and duplicated in an organized and timely fashion by users within the ministry and users in the mining industry. As databases are set up, the section is responsible for the ongoing updating, distribution and maintenance of the data and associated computer applications.

### General Classes or Types of Records

Earth Resources and Land Information System

## Geoscience Laboratories Section

The Geoscience Laboratories provide high-quality geoanalytical data in support of the program of the Mines and Minerals Division and the minerals industry client groups. In particular, it provides a wide range of high-quality mineralogical and elemental analysis services to the client group; advises prospectors and public; keeps pace with developments in geoanalytical methodologies and their applications; anticipates and responds to demands for improved procedures, and develops capabilities accordingly; maintains a state-of-the-art geoanalytical facility; and maintains a high profile with the international geoanalytical, geological and geochemical communities.

### General Classes or Types of Records

Geoscience Laboratory Analysis

### Manuals

Capabilities Guide  
Geoscience Laboratories Manual Volumes I and II  
Geoscience Laboratories Safety Manual  
International Reference Materials Data Base  
Radiation Safety Manual  
Sampling Guide

## Mines Library

The Library contains publications on geology mining and mineral resources. Its holdings include reports of the Ontario Geological Survey from 1891, the Geological Survey of Canada from 1845, other provincial geological surveys, the U.S. Geological Survey and some U.S. States; reports and maps for Pre-Cambrian regions of the world; selected texts on geochemistry, geophysics, engineering geology, mineral economics and related topics. Special indexes, bibliographies and abstracts enable user to access the collection. The Library subscribes to over 200 journals and newspapers, and a large collection of geological and aeromagnetic maps covering Ontario. Photocopies are provided at a nominal charge.

### Common Records

Library Users Lists

## Publication Services Section

The Publication Services Section of the Client Services Branch edits, produces, prints, releases and sells geoscientific reports and maps authored by staff of the Ontario Geological Survey.

### General Classes or Types of Records

Publication Release Notice Mailing List

### Manuals

OGS Editorial Guide

## Personal Information Banks

### Publications Release Notice Mailing List

Location: Publication Services Section. Legal Authority: n/a. Information Maintained: Names and addresses of individuals, companies and libraries. Uses: Publications release notice mailings. Users: Primarily for Section use. Information released to any interested party on request and under the guidance of the Freedom of Information Coordinator. Individuals in Bank: All clients of the ministry interested in receiving notification of publications releases. Retention and Disposal: n/a.

## Field Organization

The mines and minerals services are readily available through a network of field offices. They have Mining Recorders, Resident Geologists, Drill-Core Libraries, Mining Development Coordinators and Regional Minerals Specialists.

Field offices provide local consultative services relating to mineral resources to government, industry and the public. Resident Geologist Offices maintain a library and offer information on the geology and mineral deposits of their district. Mining Recorders administer the regulations of the Mining Act and serve those seeking information about the status of mineral lands. There are 13 geological field offices and eight Mining Recorder offices that report to the Ministry of Northern Development and Mines.

## Mineral Sector Analysis Branch

Mineral Sector Analysis Branch provides comprehensive policy and planning coordination, program development, evaluation and advisory services to the Mines and Minerals Division.

Office responsibilities include coordinating the division's program planning, development and evaluation functions; preparing divisional briefing materials; advocating the interests of the mineral sector in government policy development; developing policy and providing coordination on land use planning issues; coordinating intra-divisional and intergovernmental initiatives, including the Northern Ontario Development Agreement (NODA); developing and publishing comprehensive information on the status and prospects of Ontario's mineral resources sector; assisting in promoting Ontario's mineral potential and supporting the marketing of mineral products, technological expertise and services; promoting a greater understanding of the importance of mining to the Ontario economy.

### General Classes or Types of Records

Mines and Minerals Policies and Options



## Personal Information Banks

### Census of Mines, Quarries and Sand Pits

Location: Mineral Sector Analysis Branch. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.4. Information Maintained: Individual's/Corporation's name, address. Uses: Determine economic and statistical information. Users: Federal and provincial mining and minerals staff. Individuals in Bank: Individuals operating in the mining industry. Retention and Disposal: Five years, then destroyed.

## Land Use Policy and Planning Section

The Land Use Policy and Planning Section develops policies to ensure access to land for mineral exploration works with other ministries to incorporate mineral resource development concerns in their land use policy initiatives and provides guidance on mining-related land use issues to ministries, industry and public.

## Mineral Policy and Information Section

In support of all aspects related to mineral exploration and development, and in promoting the importance of the minerals industry to Ontario's economy, the Mineral Policy and Information Section coordinates the preparation of briefing notes and books on mines and minerals issues; provides divisional comments on Cabinet submissions as they pertain to the mining and exploration industry; monitors mining and exploration activity, taxation, financing and government policy in other mineral-producing jurisdictions; monitors metal markets and other international mining-related developments; conducts research into and monitors mineral exploration, mine development and mining in Ontario; assists the public and government through education programs, inquiry services, displays and audio-visual presentations; produces a variety of internal and public information publications; coordinates divisional input into interministerial exercises and participates in intergovernmental working groups.

### General Classes or Types of Records

Market Analyses  
Mineral Commodities  
Mines and Minerals Policies and Options  
Research Studies

## Northern Ontario Development Agreement (NODA)

The Canada-Ontario Northern Ontario Development Agreement was signed on November 4, 1991, and represents a four-year, \$95 million federal-provincial commitment to the minerals, forestry and tourism sectors in northern Ontario.

The objectives of the agreement are to encourage economic development in northern Ontario, foster steady long-term and

competitive performance, facilitate cooperation between Ontario and Canada and to enhance the public understanding of the challenges of sustainable development of the resource base and the significant efforts made by Canada, Ontario and the private sector toward addressing them.

The Minerals Program comprises \$30 million of this total, equally shared between Natural Resources Canada and the Ontario Ministry of Northern Development and Mines. Projects have been developed under six program areas, including Mining and Minerals Technology, Geoscience, Information Transfer and Technology, Exploration Technology, Industrial Minerals and Economic Development, and Administration, Communications and Evaluation.

## Statistics Section

The Statistics Section collects and publishes statistical data relating to Ontario's mineral resources sector, and provides statistical and economic analysis and research services in support of various projects undertaken by the branch, and in response to various information requests.

### General Classes or Types of Records

Ontario Mining and Exploration Statistical Questionnaires

## Personal Information Banks

### Refinery Licence Applications

Location: Statistics Section. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.158. Information Maintained: Individual's and corporation's name, address, personal information. Uses: Regulations of precious metals refinery activities. Maintain a record of applications for refinery licences. Users: Statistics Section staff, Ontario Provincial Police. Individuals in Bank: Refinery licence applicants. Retention and Disposal: Five years, then destroyed.

## Mining and Land Management Branch

The Mining and Land Management Branch is responsible for coordinating the Provincial Mining Lands Program and developing policy and legislation regarding mineral rights on Crown lands. Through the Mining Act, this section ensures that mineral rights are acquired and maintained in an orderly and equitable manner, so that the economic and social benefits of mineral production may continue to accrue to Ontario residents. Initial mineral rights are normally acquired through claim staking, although the Minister may grant discretionary dispositions such as leases and special Exploratory Licences of Occupation. Once specified amounts of exploration or development work have been completed, leases are granted; following substantial production, applications for patents may be granted.

Eight Mining Divisions, each administered by a Mining Recorder, coordinate field delivery of the program. The Mining



Recorder maintains a register of recorded unpatented mining claims, assessment work and information related to mineral rights, and provides a hearings process for disputes regarding mining claims. The Sudbury Office assesses technical submissions for credit toward maintaining claims in good standing.

The Mining Recorders are listed under the Field Organization entry.

The Mineral Development and Mine Site Reclamation Programs were established to encourage, promote and facilitate the sustained economic development of the province's mineral resources in an environmentally responsible manner.

These programs have four major challenges: to reinforce Ontario's strong competitive advantage in mineral exploration and development, to assist in Ontario's commitment to the protection of the environment, to advocate for a balanced use of Ontario's resources through provincial land-use planning processes and to ensure public safety through the Abandoned Mines Hazard Program and appropriate closure of operating mines.

Two field offices (Kenora/Timmins) listed under the Field Organization entry, provide mineral development and rehabilitation services.

### General Classes or Types of Records

Mineral Commodities  
Mining Land Tax Accounts

### Personal Information Banks

Mining Lease and Licence of Occupation Accounts  
Location: Mining and Land Management Branch.Legal Authority: Mining Act, R.S.O. 1990, c.M.14, Part XIII, Sections 81 to 84.Information Maintained: Name of registered owner, name and address of payee (may be different from owner), lease/licence number (description identifier), balance of account, account number (unique identifier for filing purposes).Uses: To record all Crown mining leases and licences of occupations that pay annual rental as a condition of lease/licence.Users: N/A.Individuals in Bank: Registered owners and payees.Retention and Disposal: Permanent records. We must at all times be able to prove what lands were leased or licensed and what rentals were paid. Legally these records must be kept indefinitely.

### Mine Site Reclamation Section

This Section assists the mining industry in meeting the requirements of PART VII of the Mining Act with respect to rehabilitative measures, to ensure that mine sites are both developed and closed in a manner consistent with sound environmental closure design.

### General Classes or Types of Records

Abandoned Mine Assessment Reports  
Consultant Reports (mine closures, abandoned mines, site assessments)  
Incident Reports  
Mining Closure Plan Documents

### Manuals

Rehabilitation of Mines Guidelines for Proponents

### Mineral Development Section

The Mineral Development Section facilitates communication between the mining industry and the public. The section provides advice to the industry on permitting for advanced exploration and mining projects, and reviews applications for mineral incentive programs. Staff are responsible for the administration and control of incentive programs, particularly the Ontario Prospectors' Assistance Program (OPAP) and the Ontario Mineral Incentive Program (OMIP).

Mineral Development shares responsibility with the Rehabilitation Section in enforcing Part VII of the Mining Act and related regulations.

### Common Records

Performance Management  
Tests, Examinations and Assessments  
Travel/Expense Accounts

### General Classes or Types of Records

Compilation Statistics OPAP and OMIP Program  
Incentive Database  
Industry Questionnaires  
OMIP Application Files  
OMIP Final Report Files  
OPAP Application Files  
OPAP Final Report Files

### Manuals

Guidelines for Public Notice and Consultation for Exploring and Mining  
Ontario Mineral Incentive Program Application Kit  
Ontario Prospectors' Assistance Program Guidebook and Application Form

### Personal Information Banks

Incentive Applicants' Database  
Location: Mineral Development Section.Legal Authority: Ontario Mineral Exploration Program Act.Information Maintained: Name, address, telephone/fax number, property location, evaluation of application, amounts applied for, reference checks, proof of funding, payout of grant.Uses: Facilitate evaluation of applications for OPAP and OMIP programs and to record reference checks. Also to track project

completion and grant payouts. Users: Mineral Development Staff, records are confidential. Individuals in Bank: Applicants for OPAP and OMIP grants, both successful and unsuccessful. Retention and Disposal: Indefinitely.

## Public Records

### Incentive Applicants Database (Correspondence)

Purpose: To evaluate OPAP and OMIP applications and to track and complete projects. Legal Authority: Ontario Mineral Exploration Programs Acts. Information Maintained: Correspondence with applicants. Retrievability: Name of applicant (individual or company). Retention and Disposal: Records are kept indefinitely on the premises since 1978. Access Procedures: FOI process, if initial request is not met.

## Mining Lands Section

The Mining Lands Section is responsible for managing the Mining Lands Program, and developing and implementing legislation and policy regarding mineral rights on Crown lands. It provides an orderly, secure and equitable process for the acquisition and maintenance of mineral rights on Crown lands through the management of 9 mining divisions and a head office section.

The head office section is located in Sudbury and consists of the Chief Mining Recorder's office, the Geoscience Approvals office, Mining Lands Dispositions office, the Policy Analyst's office, and the Claims Administration office.

The section is responsible for developing policies and guidelines to provide direction to staff and clients on the administration of the Mining Act and its Regulations. It provides team leadership to ensure that the legislative mandate of the Mining Act is carried out by staff in an expeditious and professional manner.

### General Classes or Types of Records

Lands Forfeited Under the Mining Act  
Mining Leases/Licences of Occupation  
Withdrawals and Re-opening Orders

### Manuals

GA - General Administration  
LP - Leases, Licenses and Patents  
Mining Lands Policies, Procedures and Guidelines  
UC - Unpatented Claims

## Ontario Geological Survey

The Ontario Geological Survey provides expert geological advice in order to attract, stimulate, guide and monitor mineral exploration and development in an environmentally responsible manner; provides a basis for land use planning and aids in the development of mineral resource policies.

Ontario Geological Survey geoscientists and technical staff provide information to many clients, including the mineral exploration and mining industries, which require up-to-date geoscience data to efficiently explore for and develop the province's mineral resources, government agencies and private sector firms which either plan or develop facilities (roads, parks, townsites, etc.) that require knowledge of Ontario's geology and mineral resources and how they are related to the natural environment, and universities and institutions which conduct geoscience research. An additional component of the program is to develop and test new geological concepts or techniques that might aid the mineral exploration and mining industries or assist in understanding of the environmental impacts caused by human activities.

### General Classes or Types of Records

Assessment Documents  
Geoscience Laboratory Analyses  
Geoscience Reports and Maps

### Manuals

Administrative Guidelines for Geological Field Crews  
Geoscience Laboratories Manual  
Review Geologists' Guide

### Personal Information Banks

#### Assays and Analyses - Results and Requests

Location: Ontario Geological Survey. Legal Authority: Mining Act, R.S.O. 1980, c.268, s.63. Information Maintained: Individual's/Company's name, address, claim numbers, prospector's licence numbers, results of assays and analyses, telephone number. Uses: Determine chemical and petrologic composition of minerals; compile a data bank for policy, planning and statistics. Users: Ontario Geological Survey and Mineral Development Branch staff. Individuals in Bank: Individuals/Companies seeking results of assays and analyses. Retention and Disposal: Fifty years, then destroyed.

#### Research and Exploration Technology Grants - Applicants

Location: Ontario Geological Survey. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.4. Information Maintained: Name, address, telephone number, research proposals. Uses: Determine eligibility for grant programs. Users: Grants administrator, grants committee and accounting staff. Individuals in Bank: Applicants. Retention and Disposal: Not determined.

#### Reserves/Resources from Private Companies and/or Individuals

Location: Ontario Geological Survey. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.4 and s.11. Information Maintained: Individual's/Company's name, address, telephone number, ore reserves and future plans. Uses: Provincial planning for mining and minerals. Users: Ontario Geological Survey staff. Individuals in Bank: Individuals/Companies with ore reserves. Retention and Disposal: Not determined.



## Mineral Deposits and Field Services Section

Mineral Deposits and Field Services Section conducts field investigations of bedrock geology on known mineral deposits and occurrences and the immediate area to describe characteristics of the mineralization, alteration, rock types, structural style and the geological setting in which the mineralization occurs. These studies are conducted on a variety of commodities ranging from gold to rare elements. Where possible, there is close collaboration with the Pre-Cambrian Geoscience mapping program and the Resident Geologist staff. Scale of mapping varies from 1:20,000 to 1:100. Products include surface bedrock maps of the deposits and immediate area, and detailed descriptions of the mineralization and host rocks that are presented in digital databases. Reports are prepared to describe specific deposits or commodities, general aspects of a particular deposit type across the province and various deposit types that occur in a specific area.

### Common Records

Student Applications

## Mines and Minerals Information Centre

The Mines and Minerals Information Centre is a one-stop outlet for Mines and Minerals Division services to government staff, the exploration and mining industry, planners, consultants and the general public. Information and publications are provided on Ontario's geology, rocks, minerals, landscape, mineral resources, exploration and mining industries, and the Mining Act.

Information is provided through five specialities: Publication Sales, Southern Ontario Mining Lands, Geoscience Databases, Reference Library and Geoscience Consultants.

The centre sells more than 10,000 Mines and Minerals Division publications, including geological, geophysical and geochemical maps and reports; annual and statistical reports; geology and scenery guidebooks; industrial mineral and mineral deposit circulars; and mineral policy background papers.

Through the ERLIS computer system, customers have access to all non-confidential Mines and Minerals Division geoscience databases (416-314-3796), including the provincial assessment files and the mineral deposits inventory.

A reference library (416-314-3803) contains all Ontario Geological Survey and predecessor publications from 1891. A collection of Geological Survey of Canada publications, 50 journals, directories, texts and other reference materials is available. Special indexes, bibliographies and abstracts enable users to access the collection and the Mines Library--Sudbury holdings. Photocopying services are available for a fee.

Geoscientists are available for consultation on provincial geology topics, including Pre-Cambrian geology, mineral

deposits, geophysics, Paleozoic geology, Quaternary/glacial geology, engineering geology, geochemistry and environmental geology.

## Pre-Cambrian Geoscience Section

Geological and geophysical field surveys and studies in areas of Ontario underlain by rocks of the Pre-Cambrian Canadian Shield result in preparation of regional bedrock geology and geophysical maps, ranging in scale from 1:15,000 to 1:250,000, and reports describing the geology (stratigraphy, volcanology, sedimentology, metamorphism, structural geology, petrogeochemistry and mineral occurrences) of specific areas. Many of these projects are located within one of Ontario's "greenstone belts."

Other projects are undertaken to solve specific geological problems (e.g. the structure of a particular area), and to develop and test new geological concepts or techniques that might aid the mineral exploration and mining industries.

OGS geoscientists and technical staff provide information to many clients, including the mineral exploration and mining industries, which require up-to-date geoscience data to efficiently explore for and develop the province's mineral resources; government agencies and private sector firms that either plan or develop facilities (roads, parks, townsites, etc.) which require knowledge of Ontario's geology and mineral resources and how they are related to the natural environment; and universities and institutions that conduct geoscience research.

### Common Records

Student Applications

## Sedimentary and Environmental Geoscience

Geological investigations carried out by the Sedimentary and Environmental Geoscience Section are centred on providing baseline information and developing research methodologies related to environmental applications and resource evaluation. Primary fields of study include Quaternary Geology, Paleozoic/Mesozoic Geology, Aggregate Assessment and Surficial Geochemistry.

Quaternary Geology projects include systematic mapping of the surficial and glacial deposits of the province (generally at 1:50,000 scale), supplemented by applied work on techniques in glacial overburden mineral exploration, environmental geology, sand and gravel resources, etc. Overburden drilling projects are an important adjunct to surveys.

Paleozoic/Mesozoic Geology projects are directed toward evaluating the nature and distribution of the Paleozoic and Mesozoic rocks in both southern Ontario and in the Hudson



Bay, James Bay Lowlands. This work involves projects that range from basic mapping

(1:50,000 to 1:250,000 scale) to geotechnical studies and specific commodity studies such as building stone, gypsum and salt.

Aggregate Assessment projects determine inventories and evaluate aggregate resources that include natural sand and gravel, as well as crushed stone derived from bedrock. Projects are undertaken both in northern and southern Ontario. Aggregate assessment work includes field investigation by means of sampling, drilling and geophysical surveys and extensive office research.

Field surveys in geochemistry are carried out to establish exploration and environmental geochemical databases. Regional geochemical mapping (1:50,000 scale) is conducted in areas of high mineral potential and/or environmental interest. Surveys are based on sampling of lake sediments, stream sediments, surficial materials and, in some cases, plants. Regional lake sediment sampling is usually helicopter supported. Semi-regional and detailed surveys are carried out to solve specific geological problems, including delimiting the scale and form of glacial dispersal associated with various types of mineralization, and identifying natural components of the landscape that may act to retard dispersion of metals from tailings sites.

#### **Common Records**

Student Applications

## **Northern Development Division**

The Northern Development Division is comprised of the Northern Industry Branch, the Northern Regional and Community Development Branch and the Northern Ontario Heritage Fund Corporation.

The division is responsible for policy and program development for northern Ontario. It also sets the priorities and funding for the Highway Construction Program and the Remote Airports Program in northern Ontario and provides rail, bus, ferry, air and telecommunications services to northern Ontario through the Ontario Northland Transportation Commission.

#### **Manuals**

Ministry of Northern Development and Mines Manual  
Program Guidelines Manual

## **Northern Development Offices**

See the list of offices in KWIC section for nearest Northern Development Offices.

## **Northern Industry Branch**

On a planned basis and in response to regional need, this branch supports the growth and competitiveness of the northern Ontario private sector by assisting the development of entrepreneurship and the growth of small business, encouraging industrial investment and strengthening industry's international competitiveness thereby enhancing employment opportunities and increasing revenue in the province.

## **Self-Help Offices**

The objective of the Self-Help Office Program is to encourage and simplify business start-up. Offices have been established in partnership with local jurisdictions in Thunder Bay, Sault Ste. Marie, Sudbury, North Bay, Timmins and Haileybury. The Small Business Ontario Hotline (1-800-567-2345) answers general phone inquiries and makes referrals to the nearest Self-Help Office.

The Self Help Offices provide free information and advisory services for anyone wanting to start their own business. They offer a comprehensive library of small business start-up resource material, as well as introductory consultations on preparing a business plan, managing a new business, rules and regulations governing new businesses and information on government assistance programs and other sources of help. In addition, seminars on starting a small business, marketing and other subjects are presented on a regular basis throughout northern Ontario.

## **Northern Regional and Community Development Branch**

The Northern Regional and Community Development Branch is made up of a Program Development Unit and an Economic Analysis and Transportation Unit in Sudbury, as well as three area offices located in Thunder Bay, Timmins and Sudbury. The branch attends to its broad mandate from the ministry's head office in Sudbury, but ensures effective service and program delivery to its northern clients through its decentralized operation. Staff in these offices work with northern communities and other ministries in planning development strategies to improve conditions and respond with direct program assistance to meet local and regional needs throughout northern Ontario.

Direct client servicers are further supported by an additional 29 field offices (Northern Development Offices) across the north. The field operations form a network of "storefront" offices, which provide information on, and access to, all government programs and services.

#### **Common Records**

Performance Management  
Travel/Expense Accounts

## General Classes or Types of Records

Committee Reports (internal to branch)  
Policy and Planning Reports  
Project/Program Files  
Research Reports  
Statistical Reports  
Task Force Reports

## Manuals

Handbook of Management Guidelines for Local Services Boards  
Program Guidelines Manual

## Personal Information Banks

### Client Enquiry and Program Files

Location: Northern Regional and Community Development Branch.  
Legal Authority: Ministry of Northern Affairs Act, R.S.O. 1990, c.M.32.  
Information Maintained: Client's name, address, telephone number, driver's licence, social insurance number, annual income, age, employment record, medical information, marital status, health card number, old age security number.  
Uses: Help clients seeking assistance and advice to determine eligibility for federal and provincial programs. Facilitates the completion of applications for programs.  
Users: Ministry administrative staff.  
Individuals in Bank: Individuals/Clients/Corporations applying for, or enquiring about, ministry and/or other agency's programs and services.  
Retention and Disposal: Not determined.

### Ministry Program Files

Location: Northern Regional and Community Development Branch.  
Legal Authority: Ministry of Northern Affairs Act, R.S.O. 1990, c.M.32.  
Information Maintained: Client's name, address, telephone number and company ownership.  
Uses: Determine eligibility for ministry programs.  
Users: Branch staff, ministry accounting staff.  
Individuals in Bank: Individuals/Companies/Organizations applying for ministry programs.  
Retention and Disposal: N/A.

## Area Offices

The Northern Regional and Community Development Branch has three area offices located in Sudbury, Timmins and Thunder Bay. These offices work with northern communities and other government agencies in planning and implementing development strategies which respond to local and regional needs throughout northern Ontario. Operationally, these offices focus on northern regional and community economic development, northern transportation development and northern social and community services development.

Community Economic Development is spearheaded through the ministry's lead role in coordinating the northern delivery of the jobsOntario Community Action Program. As a component of this program, the ministry's Municipal Economic Development Agency (MEDA) program offers financial assistance to

municipalities and First Nations tribal councils for the establishment and operation of locally managed economic development offices. Financial assistance and professional staff support for both operational and capital projects are available to assist a full range of community agencies and groups.

Financial assistance is available for communities that wish to upgrade or expand community facilities such as water and sewer infrastructure. In addition, the ministry, through its area offices, implements the Unincorporated Communities Capital Assistance Program (UCCAP), which provides grants to Local Services Boards and unincorporated communities for minor capital projects to provide basic services such as water supply, sewage, garbage collection, street lighting and recreation to improve the overall quality of life; and the Small Communities Improvement Program (SCIP), which provides minor capital funding for the construction or renovation of permanent installations to improve the quality of life for northerners residing in small communities.

The ministry contributes funds for a broad range of social and health services such as capital assistance for medical and dental clinics, bursaries for students of selected health and social services disciplines, capital assistance for the construction of extended care facilities for elderly residents or for the improvement of community-based, long-term care service infrastructure.

The Ministry of Northern Development and Mines also takes a keen interest in supporting the quality of life of northern residents by providing for the promotion of the arts and other cultural initiatives through the Supplementary Northern Assistance Program (SNAP).

The Local Services Board Grants (LSB) are a financial contribution to Local Services Boards to assist with the provision of six basic services (water supply, garbage collection, street or area lighting, fire protection, sewage collection and recreation). These boards are legally appointed in unincorporated communities (communities with no municipal government under the Municipal Act) and are unique to northern Ontario.

## Economic Analysis and Transportation Unit

The unit is responsible for managing the transportation capital and service programs comprising of highway, access and municipal road and airport construction.

The Northern Roads Program establishes priorities and provides capital funding to the Ministry of Transportation for ongoing rehabilitation and selective expansion and improvement of the northern highway system. Construction of new roads to facilitate economic development is funded through the Northern Priority Roads Program. The Northern Ontario Resources Transportation Committee (NORTC) assists the private sector in



providing access for resource-based enterprises, and develops Ontario's winter road and trail program to access remote First Nations communities. Capital funding is provided to the Ministry of Natural Resources, through the Resources Access Roads Program, to construct forest access roads. The Municipal Roads Program provides funding to municipalities for the construction of local roads. The Remote Airport Program sets priorities and offers full funding to the Ministry of Transportation for capital construction and upgrading of airports for First Nations communities lacking all-weather road access. The Community Airport Program furnishes capital funding to assist northern communities with the development of municipal airports, northern rail, and ferry. Air services are provided by the Ministry of Northern Development and Mines through its agent, the Ontario Northland Transportation Commission.

The unit also provides operational and policy support to the Ontario Northland Transportation Commission. Staff are responsible for providing economic analysis and advisory services, involving opportunities identification, issues management and analysis, MEDT liaison and client services.

### Program Development Unit

The Program Development Unit is responsible for policy analysis, program planning, development, monitoring and evaluation for the Northern Development Division. Staff provide analytical and advisory services and issues management support to senior management in this ministry. The unit serves as the primary Ministry of Northern Development and Mines contact for all ministries, excluding Ministry of Transportation and Ministry of Economic Development and Trade, in the development and evaluation of programs and services and special initiatives.

### Policy Development Unit

The unit is responsible for program planning, development, monitoring and evaluation for the Northern Development Division. Staff provide analytical and advisory services to senior management in this ministry and in other ministries. The unit serves as the primary MNDM contact for all ministries (excluding MTO and MEDT) in the development and evaluation of programs/services and special initiatives.

### General Classes or Types of Records

Commission Reports  
Committee Reports  
Policy and Planning Reports  
Program Files

### Manuals

Handbook of Management Guidelines for Local Services Boards  
Program Guidelines Manual

### Personal Information Banks

#### Client Enquiry and Program Files

Location: Policy Development Unit. Legal Authority: Ministry of Northern Affairs Act, R.S.O. 1990, c.M.32. Information Maintained: Client's name, OHIP and Old Age security numbers, Social Insurance Number, address, age, annual income, business complaints, driver's licence, education, employment records, marital or family status, medical information, parents' names, place of birth, telephone number, vehicle licence. Uses: Determine eligibility for federal and provincial programs; facilitate the completion of applications for programs and services. Users: Ministry administrative staff. Individuals in Bank: Individuals/corporations applying for or enquiring about ministry and agency programs and services. Retention and Disposal: Not determined.

#### Ministry Program Files

Location: Policy Development Unit. Legal Authority: Ministry of Northern Affairs Act, R.S.O. 1990, c.M.32. Information Maintained: Name, address, company ownership, proposed corporate initiatives, telephone number. Uses: Determine eligibility for ministry programs. Users: Regional branch staff, ministry accounting staff. Individuals in Bank: Individuals/companies applying for ministry programs. Retention and Disposal: Seven years, then destroyed.

### Agencies

#### Northern Ontario Heritage Fund Corporation

The Northern Ontario Heritage Fund Corporation (NOHFC) has a mandate to provide assistance to single-industry communities experiencing economic disruptions, assist with the development and adoption of new technology, support special projects designed to diversify and strengthen the economic base of northern Ontario, and help small businesses get started, expand, modernize or diversify.

Assistance is available in the form of loan guarantees, loans and grants or combination thereof.

Contact the corporation's head office, the Sudbury office or any Ministry of Northern Development and Mines office in the appropriate area.

### Personal Information Banks

#### NOR Fund Program Requests

Location: Northern Ontario Heritage Fund Corporation. Legal Authority: Northern Ontario Heritage Fund Act, R.S.O. 1990, c.N.5. Information Maintained: Name, address, telephone number, age, financial information relating to the project. Uses: Evaluate project. Users: Staff of the Ministries of Northern Development and Mines; Natural Resources; Culture, Tourism



and Recreation; the Northern Ontario Development Corporation and the Northern Ontario Heritage Fund. Individuals in Bank: Individuals applying to the program. Retention and Disposal: Seven years, then destroyed.

#### New Technology Program Requests

Location: Northern Ontario Heritage Fund Corporation. Legal Authority: Northern Ontario Heritage Fund Act, R.S.O. 1990, c.N.5. Information Maintained: Name, address, telephone number, age, financial information relating to the project. Uses: Evaluate project. Users: Staff of the Northern Ontario Development Corporation and the Northern Ontario Heritage Fund. Individuals in Bank: Individuals applying to the program. Retention and Disposal: Seven years after the completion of the financing program, then destroyed.

#### Single-Industry Towns Program Requests

Location: Northern Ontario Heritage Fund Corporation. Legal Authority: Northern Ontario Heritage Fund Act, R.S.O. 1990, c.N.5. Information Maintained: Name, address, age, telephone number, financial information relating to the project. Uses: Evaluate project. Users: Staff of the Northern Ontario Development Corporation and the Northern Ontario Heritage Fund. Individuals in Bank: Individuals applying to the program. Retention and Disposal: Seven years after the completion of the financing program, then destroyed.

#### Special Projects Program Requests

Location: Northern Ontario Heritage Fund Corporation. Legal Authority: Northern Ontario Heritage Fund Act, R.S.O. 1990, c.N.5. Information Maintained: Name, address, age, telephone number, financial information relating to the project. Uses: Evaluate project. Users: Staff of the Northern Ontario Development Corporation and the Northern Ontario Heritage Fund. Individuals in Bank: Individuals applying to the program. Retention and Disposal: Seven years after the completion of financing program, then destroyed.

# ONTARIO FOOD TERMINAL BOARD

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## Head

Chair of the Board  
Ontario Food Terminal Board  
165 The Queensway  
Etobicoke, Ontario  
M8Y 1H8  
(416) 259-5479

## Access

Freedom of Information and Privacy Coordinator  
Ontario Food Terminal Board  
165 The Queensway  
Etobicoke, Ontario  
M8Y 1H8  
(416) 259-5479



A public reading room for the review of manuals and other information is open during regular office hours at 165 The Queensway, Etobicoke.

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The board operates the Ontario Food Terminal, a wholesale fresh fruit and produce market with cold storage facilities, which serves Ontario growers. It plays a major role in the orderly marketing of fruit and vegetables in Ontario.

## Common Records

Central Attendance Recording System (CARS)  
Employment Application Inventory  
General Employment History and Payroll Information  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Travel/Expense Accounts  
Workers' Compensation

## General Classes or Types of Records

Rentals and Fees  
Requests for Space  
Tenant Files

# ONTARIO HYDRO

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## Head

Chair, Board of Directors  
700 University Avenue  
Toronto, Ontario  
M5G 1X6  
(416) 592-2736

## Access

Corporate Records and Freedom of Information Officer  
Ontario Hydro  
H18-C19  
700 University Avenue  
Toronto, Ontario  
M5G 1X6  
(416) 592-2736



A Public Reference Centre for the review of manuals and other information is open during regular office hours on the mezzanine level at 700 University Avenue, Toronto.

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Ontario Hydro operates under the authority of the Power Corporation Act. The corporate goal is to meet the requirements of the Ontario community for electric service, including the manner of its provision, so as to result in the greatest overall benefit to the community and in the lowest cost to the customer for that service over the long term.

The business and affairs of Ontario Hydro are directed and controlled by Board of Directors. The corporation is organized into three business groups: the Ontario Hydro Electricity Group, the Ontario Hydro Energy Services and Environment Group, and the Ontario Hydro Enterprises Group, each led by a Managing Director, and four functional support groups, each led by a Senior Vice-President. The functional support groups are General Counsel and Secretary, Corporate and Public Affairs, Corporate Human Resources and Corporate Finance.

Ontario Hydro supplies electrical energy indirectly to urban centres through 311 associated municipal utilities, and directly to more than 940,500 rural customers and 108 large industrial customers. The Ontario Hydro Electrical Inspection Program (590-2679) provides technical guidance to consultants, contractors, architects, manufacturers and customers on problems concerning installation of electrical equipment and adherence to the Electrical Safety Code and is responsible for all inspections. The Retail Electrical Service and Billing Inquiry Program (590-2958) answers inquiries on rural service policy and practices. Ontario Hydro operates Nuclear Communications Centres in Pickering (416-839-0465), Bruce (519-361-3103) and Darlington (416-623-7122) to provide educational information on nuclear power to the public. The

Ontario Hydro Public Reference Centre has information and documentation on Ontario Hydro and general pamphlet material on energy (592-3331). Ontario Hydro reports to the Legislature through the Minister of Environment and Energy.

## Board of Directors and Officers of the Corporation

The Board of Directors controls and directs the business and affairs of Ontario Hydro. The function of the Officers of the Corporation is to manage the corporation in conformance with direction from the Board of Directors, and the Chairman on its behalf. The management committee of the corporation consists of the Chairman and Chief Executive Officer, the President and Chief Operating Officer, the three managing directors and the four Senior Vice-Presidents.

## Audit

Audit provides independent assurance to the Board of Directors, the Chief Executive Officer, the Chief Operating Officer and other managers relative to the system of internal control; the effectiveness, efficiency and economy of the management process for the various operations of Ontario Hydro; and to meet their needs for specific requirements.

General classes of records contain information resulting from audits of Ontario Hydro's operations.

Manuals issued to Audit staff, provide detailed guidance on the planning and conducting of audits.

Common employee information banks are described under Corporate Human Resources.

## Manuals

Financial and Computer Audit Policies and Procedures  
Operational Audit Handbook

## Corporate Finance

Corporate Finance provides leadership for the New Ontario Hydro by providing clear strategic financial direction, restructuring finances to achieve debt-reduction targets, developing a strong financial management capability throughout Ontario Hydro, and providing a clear authority and internal control structure to enhance accountability and operating autonomy for all business units.

General classes of records contain information relating to financial management, administration and control, including policies and procedures in support of financial controllership, treasury and trustee administration functions.

Manuals issued to staff members provide policies and detailed guidance in performing administration, controllership and



treasury functions, and to managers and supervisors for monitoring such activities.

Unique personal information banks contain financial transaction information pertaining to bond and note holders and information for claims administration. Common employee information banks are described under Corporate Human Resources.

### General Classes or Types of Records

Asset Accounting Studies and Reports

Bond Issues

Bonds and Notes Payable

Cash and Banking Records

Corporate Agreements Accounting

Debt Management Records

External Audit Files

Financial Claims

Financial Statements

Foreign Exchange

Investment Records (including pension and insurance fund)

Investor Relations Records

Risk Management Records

### Manuals

Corporate Bonds Accounting System

Corporate Financial Evaluation

Corporate Financial Policies

Treasury Division Management Manual

### Personal Information Banks

#### Canadian Short-Term Notes System

Location: Corporate Finance. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name of registered note holder, details of transaction including value of holdings, interest and cost of note, issue and maturity dates, name of investment dealer. Uses: Settle interest and principal payments to note holders; produce required income tax statements. Users: Treasury and accounting staff, internal and external auditors. Individuals in Bank: Short-term note holders. Retention and Disposal: Notes held to maturity; support documentation held for 10 years after sale, then destroyed.

#### Claims Administration System (includes rural and motor vehicle claims)

Location: Corporate Finance. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name and address of claimant, amount of claim, damages, employee name, injured or third party name, motor vehicle details. Uses: Administer claims; produce statistics. Users: Treasury Division staff. Individuals in Bank: Rural customers, individuals involved in motor vehicle accidents with Ontario Hydro staff, employees involved in motor vehicle accidents. Retention and Disposal: From two to six years plus current, then destroyed.

#### Corporate Bond Management System

Location: Corporate Finance. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name and address of bond holder, details of transaction including value of holdings, due date and interest, resident/non-resident status. Uses: Produce interest cheques and income tax statements for bond holders. Users: Treasury Division staff, internal and external auditors. Individuals in Bank: Bond holders. Retention and Disposal: Length of bond issue, then destroyed.

#### Ontario Hydro Liability Claims Against Third Parties (including pole claims)

Location: Corporate Finance. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name and address of third party tortfeasor, loss costs. Uses: Collect amounts owing to Ontario Hydro on pole claims. Users: Treasury Division staff. Individuals in Bank: Third party tortfeasors. Retention and Disposal: Two years plus current year, then destroyed.

### Corporate Human Resources

This business unit develops human resources policies, strategies and relationships with employees that will help Ontario Hydro achieve its corporate objectives and make it an employer of choice.

General classes of records contain information on health and safety and on the selection, placement, treatment, compensation, and training and development of Ontario Hydro employees.

Manuals contain personnel policies and procedures and safety regulations that have been approved for uniform application throughout the corporation.

The personal information banks described are common to employees in all business units of the corporation and contain information relating to job selection and placement, staff planning and development, training, employee health and safety, labour relations, and benefits administration. Any additional unique banks are listed under the appropriate business unit.

### General Classes or Types of Records

CUPE Labour Relations Files (including advice and negotiations)

Compensation Surveys and Reports

Contractors Files

EPSCA Labour Relations Files

EPSCA Trade Benefits Files

Employee Accident Statistics

Employee Benefits Program Records

Employee Benefits Valuation and Cost Data

Employment Equity Program Records

Health and Safety Program Records

Human Resources Information Systems

Human Rights Statistics and Reports  
 Industrial Hygiene Records  
 Job Rating Challenge Case Files  
 Joint Society-Management Committee  
 Labour Relations Bargaining Surveys  
 Labour Requirements Files and Summary Cards  
 Management Function Employees Files (including grievances)  
 Master Wage and Salary Schedules  
 Morbidity and Mortality Statistics  
 Pension and Insurance Administration Files  
 Retirement Board of Review  
 Safety Studies, Statistics and Reports  
 Salary Administration Reports  
 Society Files  
 Society Negotiations and Agreements  
 Union Jurisdiction Files  
 Work Stoppage Files

### Manuals

Benefits Guide  
 Business Unit Management and Administration  
 Corporate Safety Rules  
 HR Personnel Policies and Procedures  
 Handbook for the Handling, Storage and Transportation of  
 Explosives  
 Job Evaluation  
 Pay and Personnel Systems User's Manual

### Personal Information Banks

#### Employee Benefits Information

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, social insurance number, address, benefits information, date of birth, employee and payroll numbers, financial assistance transactions and subsidy payments, hire date, marital status, rehabilitation history, sex, sick leave usage, union affiliation.Uses: Administer employee benefit plans including disability, sick leave, insurance, pension transfer-out, financial and housing assistance.Users: Compensation and benefits officers, Corporate Human Resources administrative staff, corporate accounting staff, plan administrators, line managers, internal auditors, external actuaries.Individuals in Bank: Past and present Ontario Hydro employees.Retention and Disposal: From one to 60 years, then destroyed.

#### Employee Exposure Monitoring Information

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, social insurance number, date of birth, duration of exposure, employee number, occupational history, record of exposure to hazardous agents, sex, test results and information, work location.Uses: Monitor and assess exposure to occupational hazards for the protection and improvement of Ontario Hydro employee health.Users: Physicians, psychologist, nurses, epidemiologist, authorized Health and Safety staff, external medical consultant, internal auditors.Individuals in

Bank: Past and present Ontario Hydro employees.Retention and Disposal: Permanent.

#### Employee Occupational Accident Information

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Names of persons involved, social insurance number, accident description and location, accident exposure hours, accident investigation reports, case number, causal factors, corrective measures, employee number, photographs, police reports, work location.Uses: Record and monitor Ontario Hydro motor vehicle/occupational accident experience; produce accident statistics.Users: Authorized Health and Safety staff, business unit safety personnel, internal auditors.Individuals in Bank: Employees and other individuals involved in motor vehicle/occupational accidents.Retention and Disposal: Permanent.

#### Employment Disputes

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, employee number, employment history, salary information, job challenges, grievance forms and related correspondence, grievance forms and related correspondence, grievance meeting report, writ of summons, job performance information, occupation, solicitors' opinions, hearing notice, statement of settlement or withdrawal, arbitration award, advice of decision.Uses: Resolve and document employment disputes; establish legal precedents.Users: Labour relations officers, internal and external solicitors, salary services administrators and job evaluation analysts, line managers, Corporate Human Resources administrative staff, internal auditors.Individuals in Bank: Employees involved in employment disputes.Retention and Disposal: From 20 to 50 years, then destroyed.

#### External Applications for Employment

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, social insurance number, address, education, employment equity information, employment history, legal work status.Uses: Screen and select external applicants for job competitions.Users: Corporate Human Resources staffing officers, business unit human resources staff, line managers and supervisors.Individuals in Bank: External applicants seeking employment with Ontario Hydro.Retention and Disposal: One year after last reference, then destroyed.

#### Family Law Act Information (including awards and cases)

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, award (court order), date of birth, date on pension and insurance plan, employee and payroll numbers, established commencement date, marital status, pension contribution/calculation data, pension service date, salary date, sex.Uses: Produce pension calculations regarding assignment from employee's pension contributions for purposes of income splitting as a result of divorce proceedings and any award by the



court.Users: Compensation and Benefits Services staff, time reporting centre staff, employee, employee's legal counsel.Individuals in Bank: Present and past employees.Retention and Disposal: From 10 years plus current year then destroyed, to permanent.

#### Human Resources Demographic and Statistical Data

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, social insurance number, certification and/or licences, date of birth, education, employee number, employment equity information, employment history, job classification, marital status, payment history, sex, training information, wage and benefits information, work location.Uses: Monitor staff levels and activity for reporting purposes; produce cost compensation statistics; provide a basis for corporate level planning.Users: Corporate Human Resources administrative staff, organization analysis and job evaluation staff, corporate comptrollers, human resource specialists, internal auditors.Individuals in Bank: Past and present Ontario Hydro employees.Retention and Disposal: From one year then destroyed, to permanent.

#### Human Rights Case Files (Internal Complaints)

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, investigation and report, respondents, the complaint, title, witnesses, work location of complainants.Uses: Document an individual's complaint; investigate and resolve internal complaints.Users: Line managers, Human Rights manager, Human Rights investigators.Individuals in Bank: Individuals registering a complaint within Ontario Hydro, individuals about whom the complaint is made or individuals who are involved in a complaint.Retention and Disposal: Pending.

#### Internal Job Competitions

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Applications/Supporting documents for advertised internal vacancies, interview summaries and evaluations, job application history, selection notices, seniority listings, surplus information.Uses: Facilitate and document the internal job selection and transfer process.Users: Human Resources Planning and Development administrative staff, line managers and supervisors, business unit human resources officers.Individuals in Bank: Applicants for internal job vacancies.Retention and Disposal: From one year to term of employment, then destroyed.

#### Medical Information for Contractor Staff

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, social insurance number, sex, date of birth, medical examination and test results.Uses: Assess the health of contractor staff for fitness for work at Ontario Hydro nuclear facilities.Users: Physicians, psychologist, nurses, authorized

Health and Safety Division staff.Individuals in Bank: Some contractor staff.Retention and Disposal: Seven years, then destroyed.

#### Occupational Health and Employee Medical Information

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, social insurance number, sex, date of birth, mother's maiden name and country of birth, employee and payroll numbers, occupation, commencement and termination dates, medical and health data including medical diagnosis, clinical assessments, commencement and termination dates, employee and payroll numbers, epidemiological information, medical and health data including medical diagnosis, medical examination history and tests, mother's maiden name and country of birth, occupation, occupational injury and disease information, physical fitness information, work absence.Uses: Protect and improve the health of Ontario Hydro employees through monitoring, assessment and epidemiology studies.Users: Physicians, psychologist, nurses, epidemiologist, authorized Health and Safety staff, external medical consultant.Individuals in Bank: Past and present Ontario Hydro employees.Retention and Disposal: Permanent.

#### Pension Administration System

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, social insurance number, date of birth, address and direct deposit information for pensioners, appeals by pensioners, beneficiary information, correspondence with pensioners, disability benefit information, employment history, health benefits information, membership history, pension history and pay data.Uses: Administer the corporate pension plan.Users: Pension plan administrators, Corporate Human Resources comptrollers staff, pension fund trustees, internal and external auditors, external actuaries.Individuals in Bank: Ontario Hydro pensioners, beneficiaries and vested pensioners.Retention and Disposal: Six years plus current after all obligations satisfied, then destroyed.

#### Personnel Files and Associated Records

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, address, sex, employee and payroll numbers, social insurance number, Workers' Compensation Board claims, base and pay rates, correspondence relating to human rights claims, course information, date of birth, discipline and recommendation letters, education, employee benefits information, employment equity information, employment history, employment interview assessments, job applications and offers, marital status, medical and security clearance data, merit recommendations, performance appraisals, routine medical information, sick leave and vacation data.Uses: Record employee work history and performance; assess eligibility for promotions, transfers and courses; provide information for the pay system; administer agreements and negotiations with bargaining units; administer employee



benefits plans.Users: Business unit human resources officers, staff in each personnel and/or time reporting office, line managers and supervisors, internal and external auditors, internal and external solicitors, accounting staff.Individuals in Bank: Past and present Ontario Hydro employees.Retention and Disposal: From termination of employee plus 13 months then destroyed, to permanent.

#### Physiological Profiles - Fitness Program File

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, age, physical fitness data, sex.Uses: Provide statistical analysis of success of fitness program.Users: Fitness specialist, program administrator, authorized Health Services staff.Individuals in Bank: Ontario Hydro employees volunteering for fitness program.Retention and Disposal: Permanent.

#### Staff Planning and Assessment

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, date of birth, driver's licence information, education, employee development plans, employee number, employment history, job classification, location, performance evaluations, physical and cognitive testing results, training information.Uses: Identify candidates for future vacancies, apprenticeships and training programs; assist in succession planning.Users: Senior management, line managers, human resources managers and officers, authorized business unit administrative staff, internal auditors.Individuals in Bank: Past and present Ontario Hydro employees.Retention and Disposal: From one year plus current then destroyed, to permanent.

#### Surplus Employee Information

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, clearances requested, employee number, established commencement date, recall end date, surplus status, surplus termination date, vacancies applied to.Uses: Track surplus clearances granted by Resourcing and Deployment Department; fill temporary vacancies with surplus employees who have volunteered for temporary positions; ensure provisions of recall rights according to the Collective Agreement.Users: Resourcing and Deployment staff, business unit personnel offices.Individuals in Bank: Surplus employees, terminated employees with recall rights.Retention and Disposal: Pending.

#### Training and Development

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, address, employee number, sex, position title, supervisor's name and position title, career renewal information, course information, financial assistance, course nomination, driver's licence number, driver's licence record and testing, education, educational assistance applications, test results, training attendance record, training certificates.Uses:

Schedule, document and verify employee training, development and certification; produce statistics and reports on courses and training; career counselling; evaluate programs.Users: Training and development staff, line management, internal auditors, business unit human resources staff, regional safety staff.Individuals in Bank: Employees nominated for training courses.Retention and Disposal: From one year then destroyed, to permanent.

#### Transition Services Information

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, address, attendance at job search workshops, education and employment history, employee number, job skills.Uses: Match candidates to internal/external jobs; notify potential candidates of external job matches; schedule job search and supplementary workshops; produce statistics; mail brochures.Users: Resourcing and Deployment Department staff.Individuals in Bank: VSP/SRP/Surplus employees who have requested workshops and/or job match services.Retention and Disposal: Pending.

#### Workers' Compensation Information

Location: Corporate Human Resources.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, social insurance number, date of birth, employee number, Workers' Compensation Board correspondence, claim number, notification of maintaining supplementary grant/sick leave, maintaining summaries for claims, payroll number, record of absences, record of payment.Uses: Administer the Workers' Compensation plan.Users: Health and Safety staff, Workers' Compensation Board, Compensation and Benefits Services staff, internal auditors; select information released to Corporate Human Resources comptrollers staff.Individuals in Bank: Employees who have had an occupational accident which has been reported to the Workers' Compensation Board.Retention and Disposal: Permanent.

### **Corporate and Public Affairs**

Corporate and Public Affairs business unit provides strategic planning, policy integration, issue management of the highest accountability, combining the competitive drive and professional capabilities of a private company with the personal commitment that comes from being a dedicated resource to Ontario Hydro and its business units.

General classes of records contain information provided to employees and the public on Ontario Hydro's policies, plans and activities. Also contain information designed to keep Ontario Hydro informed of, and sensitive to, concerns of the public. Contain proceedings of the Board of Directors and its committees, minutes of management committee meetings and correspondence.

Manuals provide staff with guidelines, technical information and standards to assist them in providing advice to customers. Also provide staff with policies, goals, objectives and procedures for corporate relations. Ontario Hydro's management system is documented in a series of manuals constituting the comprehensive, authorized reference for the manner in which Ontario Hydro is organized and operated. These manuals are issued to managers throughout the corporation to assist them in carrying out their functions.

Unique personal information banks contain information on Hydro's management committee for internal and external communications. Common employee information banks are described under Corporate Human Resources.

### General Classes or Types of Records

Advertising Records  
Analyses of Government Plans and Activities Affecting Hydro  
Community Impact  
Corporate Communications Plans and Programs  
Corporate Relations Objectives, Strategy and Performance Records  
Employee Publications  
Enquiry Information  
Generation, Transmission and Distribution Systems Brochures and Publications  
Memoranda for Approval  
Memoranda to the Board of Directors  
Minutes of Hydro/Government Meetings  
Minutes of Meetings (Board of Directors, Board and Management Committees)  
News Releases on Announcements and Significant Events  
Public Attitude Research Studies  
Public Consultation Program  
Public Hearings and Government Committee Transcripts, Exhibits and Associated Records  
Social/Socio-Economic Impact Assessments

### Manuals

Business Unit Management and Administration  
Organization Authority Register  
The Organization and Operation of Ontario Hydro (OOOH)

### Personal Information Banks

#### Management Committee Biographies

Location: Corporate and Public Affairs. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, clubs and associations, date and place of birth, education, family, hobbies and special interests, military service, starting date, work experience. Uses: Provide biographical information for speaking engagements; communicate information to employees in various internal publications. Users: Business unit communications staff, external organizations and the media. Individuals in Bank: Ontario Hydro employees from director to board level. Retention

and Disposal: Ten years after termination of employment, then transferred to the corporate archives.

## Aboriginal and Northern Affairs

This business unit provides the corporation with a strategic focus and direction in its relations with aboriginal and northern peoples, ensuring that the corporation's actions reflect the interests of these communities. The business unit strives to foster an atmosphere within Ontario Hydro that allows for the effective participation of aboriginal peoples and residents of northern Ontario in Ontario Hydro decisions which may affect these communities.

General classes of records contain information on policy and program development, advice and guidance to all units of Ontario Hydro in matters concerning aboriginal and northern residents, grievance resolution, and relationship development with aboriginal organizations, First Nations, and provincial and federal government ministries and agencies. Also contain information to provide Ontario Hydro staff with cultural and sensitivity training on matters dealing with aboriginal and northern communities.

Common employee information banks are described under Corporate Human Resources.

### General Classes or Types of Records

Committees  
Contracts and Agreements  
Program Administration  
Relations with First Nations and Northern Communities  
Resource Materials

## Electricity Group

The Electricity Group contributes to the corporate goal by providing an integrated electricity service.

## Business Integration

This business unit is responsible for the integration of operational plans for the electricity business and the corporation, including the provision of the systems to facilitate the required information integration.

General classes of records contain information on computer-based information management systems.

Manuals contain policies, procedures, standards and guidelines for the use of employees who have accountability and responsibility for performing information management functions.

Common employee information banks are described under Corporate Human Resources.



## General Classes or Types of Records

Billing and Collection Records  
 Cost of Power Allocation  
 Financial Forecasts and Projections  
 Financial Planning Studies, Reports and Forecasts  
 Fixed Assets and Depreciation Records  
 General and Subsidiary Ledgers  
 Information Systems Planning, Operation and Communications Records  
 Statistical Information Files for External Institutions  
 Taxation Records

## Manuals

Business Unit Management and Administration  
 Corporate Budget Procedures  
 Power Costing Handbook

## Personal Information Banks

### Employment Suitability Enquiries

Location: Business Integration. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Applicant's name, social insurance number, address, credit information, date of birth, employment history, marital status, police records if applicable, sex. Uses: Assist in the selection of employees. Users: Human Resource Services Division staff, human resources managers, internal auditors. Individuals in Bank: Employees and external applicants seeking employment with Ontario Hydro. Retention and Disposal: One year plus current after last contact/reference, then destroyed.

### Miscellaneous Receivables (excluding electrical consumption)

Location: Business Integration. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, address, bill payment history. Uses: Bill, collect and control monies owed to Ontario Hydro for any reason other than the consumption of electrical energy. Users: Accounting staff, internal and external auditors. Individuals in Bank: Individuals owing money to Ontario Hydro for goods, services, rentals, mortgages or any reason other than the consumption of electricity. Retention and Disposal: From two to six years plus current, then destroyed.

### Time Reporting and Pay Records

Location: Business Integration. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Employee's name, address, bank and credit union account numbers, employee and payroll numbers, entitlement data (e.g. vacation and benefits), income and earnings, pension and insurance information, statutory and other deductions, tax information. Uses: Pay Ontario Hydro employees and pensioners; facilitate payments on their behalf to Revenue Canada, unions, trusts and benefit plans; facilitate direct deposit to bank or credit union accounts. Users: Payroll staff, internal and external auditors, external actuaries, authorized business

unit administrative staff; select information is released to Revenue Canada, WCB and UIC. Individuals in Bank: Ontario Hydro employees and pensioners. Retention and Disposal: From one year plus current then destroyed, to permanent.

## Fossil

The Fossil business unit contributes to the corporate goal by delivering energy and capacity to the Grid Business, achieving the best long-term value consistent with the objectives of the Electricity Group.

General classes of records contain documentation relating to the production of electricity at thermal generating facilities and the distribution of electricity throughout the Grid System.

Manuals provide staff with policies, procedures and standards for operating and maintaining thermal generating facilities.

Unique personal information banks contain information used to facilitate staff planning, training and development in the Fossil business unit. Common employee information banks are described under Corporate Human Resources.

## General Classes or Types of Records

Boiler and Pressure Vessel Inspection and Certification  
 Commissioning Records  
 Computer Simulation  
 Construction Permits and Approved Drawings  
 Construction Progress Photographs  
 Contract Purchase Files (including tendering documents)  
 Crossing Files (correspondence and prints)  
 Design Correspondence  
 Design Reports, Studies, Notes and Change Documentation  
 Drawings and Construction Photographs  
 Engineering Cost Reports, Evaluations and Consultants Records  
 Environmental Assessments and Impact Studies  
 Environmental Monitoring Records  
 Fuel Inventory, Analysis and Consumption Records  
 In-Service and Commissioning Reports  
 Inspection, Maintenance and Reliability  
 Materials and Equipment Certification, Analysis, Examination and Testing  
 Operating and Production Records  
 Plant Operating Logs  
 Plant Performance Records  
 Pressure Vessel Test Records  
 Regulatory Bodies and Commissions Documentation  
 Reliability and Maintainability Standards, Specifications and Reports  
 Safety Systems Test Records and Reports  
 Scheduling Documents (coordinating and control schedules)  
 Significant Event Reports  
 Specifications (technical, design, performance and standard)  
 Structural and Stress Analysis  
 Training Simulator and Test Results



Weld Quality Control Records  
Work Protection Documents

## Manuals

Business Unit Management and Administration  
Commissioning  
Construction Practices  
Design Standards, Specifications and Practices  
Design and Construction Requirements  
Generation Policies and Procedures  
Hazardous Materials  
Operating and Maintenance (equipment and facilities)  
Outage System Descriptive Manuals  
Plant and Station Instructions  
Procurement Procedures  
Quality Control Procedures  
Reliability  
Safety  
Standing Instructions  
Training

## Personal Information Banks

### Thermal Employee Staff Information System (THESIS)

Location: Fossil. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, employee number, hire date, training record. Uses: Evaluate employees' performance and level of training; plan future training. Users: Training staff, internal auditors. Individuals in Bank: Fossil employees. Retention and Disposal: Permanent.

## Grid System

The Grid System business unit contributes to the corporate goal through the operation and maintenance of the transmission system. This responsibility includes integrating the operation of the Bulk Electrical System and its interconnected systems, as well as planning and implementing additions, major modifications, rehabilitations and terminations to the system and associated facilities.

General classes of records contain information relating to the commissioning, operation, maintenance, production and delivery of electricity through the Bulk Electrical System and its interconnected systems. Information relating to the design, engineering, procurement and construction of transmission systems and related facilities is maintained.

Manuals provide staff with policies, directives, standards, operation guidelines, technical information and quality engineering requirements to facilitate the operation, integration and maintenance of the Bulk Electrical System.

Common employee information banks are described under the Corporate Human Resources.

## General Classes or Types of Records

Bulk Electricity System Data (including system operation, limitation and reliability reports, system conditions, load and demand reports, incidents of major importance and hydrological stream flows and elevations)  
Cobalt Contractual Information  
Commissioning Records  
Community Impact Studies and Correspondence  
Construction Deficiency Reports  
Construction Permits and Approved Drawings  
Construction Progress Photographs  
Contract Purchase Files (including tendering documents)  
Crossing Files (correspondence and prints)  
Design Correspondence (transmission lines, transformer stations)  
Design Reports, Studies, Notes and Change Documentation  
Engineering Cost Reports, Evaluations and Consultants Records  
Environmental Assessments and Impact Studies  
Geotechnical Records and Reports  
Inspection, Maintenance and Reliability (transmission lines and stations)  
Interconnections Data (including agreements, billings, import/export)  
Load Interruption Data  
Maps, Drawings and Associated Registers  
Meteorological Data (monitoring and forecasting)  
Operating and Production Records (transmission lines and stations)  
Property Acquisition, Expropriation and Sales Records  
Regulatory Bodies and Commissions Documentation  
Route and Site Design  
Safety Reports  
Scheduling Documents (coordinating and control schedules)  
Specifications (technical, design, performance and standard)  
System Control Centre Operating Records

## Manuals

Business Unit Management and Administration  
Construction Practices  
Design Standards, Specifications and Practices  
Design and Construction Requirements  
Fleet and Helicopters  
Procurement Procedures  
Project Planning and Scheduling System  
Quality Control Procedures  
Quality Engineering  
Reliability and Maintainability  
Standing Instructions for Operation of the Bulk Electrical System  
Transmission Policies, Procedures and Directives

## Personal Information Banks

### Staff Reassignment Program

Location: Grid System. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name,

availability date, date of last change in work category, previous experience, reassignment classification, salary grade, time spent in division/department/position, work category, work category preferences. Uses: Promote career development; meet divisional staffing requirements. Users: Human Resources Department staff, Grid System Management Committee, line managers, internal auditors. Individuals in Bank: Management and Professional staff in the Grid System. Retention and Disposal: Five years, then destroyed.

## Hydroelectric

The Hydroelectric business unit operates and maintains the Hydroelectric Generation facilities in support of the Ontario Hydro integrated power system, contributing to the objectives of the provision of electric energy and capacity to Ontario customers at the lowest achievable long-term cost, while at the same time meeting specified levels of safety and environmental protection.

General classes of records held by the Hydroelectric business unit contain information relating to the provision of electricity to customers, the financial management, administration and control, strategic planning, engineering, development, procurement, commissioning, operation and maintenance, and materials management of Hydroelectric facilities.

Manuals provide staff with guidelines, technical information and standards in operating and maintaining the hydraulic generating systems.

Common employee information banks are described under Corporate Human Resources.

### General Classes or Types of Records

Accident Prevention Records  
Commissioning Records  
Community Impact Studies and Correspondence  
Construction Permits and Approved Drawings  
Construction Progress Photographs  
Contract Purchase Files (including tendering documents)  
Design Correspondence  
Design Reports, Studies, Notes and Change Documentation  
Engineering Cost Reports, Evaluations and Consultants Records  
Engineering, Construction, Operating and Maintenance Records  
Environmental Assessments and Impact Studies  
Equipment Technical Files and Drawings  
Geotechnical Records and Reports  
Hydraulic Stations, Reservoirs and Control Structures  
Operational Procedures  
Hydraulic Survey Data (including water elevations, flows and discharges)  
Hydraulic Watershed Files and Reports  
Inspection, Maintenance and Reliability  
Maps, Drawings and Associated Registers  
Operating and Production Records

Plant Performance Records  
Reliability and Maintainability Standards, Specifications and Reports  
Specifications (technical, design, performance and standard)  
Structural and Stress Analysis

### Manuals

Management and Administration  
Trades and Operating Manuals for Hydraulic Generation

## Ontario Hydro Nuclear

The Nuclear business unit contributes to the corporate goal by effectively utilizing nuclear generating facilities and other available resources to produce and supply electricity.

General classes of records contain documentation relating to the production of electricity at nuclear generating facilities and the distribution of electricity throughout the Bulk Electricity System.

Manuals provide staff with policies, procedures and standards for operating and maintaining nuclear generating facilities.

Unique personal information banks contain information used to facilitate staff planning, training and development in the Nuclear business unit. Common employee information banks are described under Corporate Human Resources.

### General Classes or Types of Records

Boiler and Pressure Vessel Inspection and Certification  
Bulk Electricity System Data  
Community Impact Studies and Correspondence  
Computer Simulation Records for Reactor Operation and Nuclear Plant Performance  
Construction Deficiency Reports  
Construction Permits and Approved Drawings  
Contract Purchase Files (including tendering documents)  
Design Reports, Studies, Notes and Change Reports  
Design and Operation Correspondence  
Drawings and Construction Photographs  
Engineering Cost Reports, Evaluations and Consultants Records  
Environmental Monitoring Records  
Fuel Design Manufacturing Records  
Fuel Inventory, Analysis and Consumption Records  
Geotechnical Records and Reports  
Health Physics Records  
Heavy Water Inventory and Utilization Data  
In-Service and Commissioning Reports  
Information Reports  
Inspection, Maintenance and Reliability  
Licensing Documentation  
Load Management Data  
Maps, Drawings, Sketches and Associated Registers  
Materials and Equipment Certification, Analysis, Examination and Testing  
Nuclear Safety Analysis Records and Reports

Nuclear Verification, Qualification and Testing  
Operating and Production Records  
Peer Evaluation Records  
Periodic Inspections  
Plant Operating Logs  
Plant Performance  
Prescribed Substance Records (fuel and heavy water)  
Pressure Vessel Test Records  
Quality Assurance Audits and Records  
Radiation Dose Control Program Records  
Radiation Safety Documentation  
Radioactive Waste Records (transportation and storage)  
Reactor Safety Analysis Data  
Regulatory Bodies and Commissions Documentation  
Reliability and Maintainability Standards, Specifications and Reports  
Safety Systems Test Records and Reports  
Scheduling Documents (coordinating and control schedules)  
Significant Event Reports  
Site Design Documentation  
Specifications (technical, design, performance and standard)  
Structural and Stress Analysis  
Training Simulator Functional Specifications and Maintenance  
Tritium Management Summaries  
Weld Quality Control Records  
Work Protection Documents

### Manuals

Commissioning  
Construction Practices  
Design (nuclear stations)  
Design Standards, Specifications and Practices  
Design and Construction Requirements  
Generation Policies and Procedures  
Hazardous Materials  
Nuclear Construction Requirements  
Ontario Hydro Nuclear Management and Administration  
Operating and Maintenance (equipment and facilities)  
Outage System Descriptive Manuals  
Plant and Station Instructions  
Procurement Procedures  
Project Planning and Scheduling System  
Quality Assurance (nuclear)  
Quality Control Procedures  
Quality Engineering  
Radiation Protection Regulations  
Reliability  
Safety - Industrial Safety Reports and Nuclear Safety Report  
Standing Instructions  
Training

### Personal Information Banks

#### Human Resources Capabilities Database

Location: Ontario Hydro Nuclear. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information

Maintained: Name, CFFT experience, address, education and job experience. Uses: Internal use to track people on attachment to the Fusion Project; track project funding. Users: Department managers, department secretary and information co-ordinator. Individuals in Bank: Engineers, scientists and students on attachment with the Canadian Fusion Project. Retention and Disposal: Indefinite (life of the project).

#### Nuclear Employee Information and Training (NEIT)

Location: Ontario Hydro Nuclear. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information  
Maintained: Name, courses, date of birth, education, employee number, employment history, hire date, nuclear training records including performance data. Uses: Monitor nuclear training programs. Users: Training staff in Ontario Hydro Nuclear, internal auditors. Individuals in Bank: Employees in Ontario Hydro Nuclear. Retention and Disposal: Four years, then destroyed.

#### Nuclear Identification Report

Location: Ontario Hydro Nuclear. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information  
Maintained: Name, social insurance number, badge number, date of birth, employee number, employer, legal status, occupation, place of birth. Uses: Provides authorization for an individual to enter a nuclear facility. Users: Ontario Hydro Nuclear Security, Licensee, AECB. Individuals in Bank: Employees in Ontario Hydro Nuclear and other persons requiring authorization to enter the nuclear facility. Retention and Disposal: Until employee is no longer employed at Bruce Nuclear Power Development.

#### Publications and Journals Mailing List

Location: Ontario Hydro Nuclear. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information  
Maintained: Names, addresses. Uses: Mailing list for journals and other publications. Users: Information co-ordinator. Individuals in Bank: Engineers, scientists and students. Retention and Disposal: Indefinite.

#### Radiation Dose Information

Location: Ontario Hydro Nuclear. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information  
Maintained: Name, social insurance number, commencement and termination date, current exposure results, date of birth, dose information system number, employee number, radiation exposure dose history, record of sample activity, work location. Uses: Record, monitor and report occupational radiation dose exposure; provide statistics. Users: AECB, Health and Welfare Canada, health physicists and laboratory personnel, authorized administrative staff in Health and Safety, OH Nuclear, internal auditors; select information released to employers of external contractor staff. Individuals in Bank: Past and present Ontario Hydro employees and external contractor staff who have worked at nuclear facilities. Retention and Disposal: Permanent.



## Services

This business unit is responsible for providing workplace maintenance and support services, acquisition and management of materials and real estate assets, and payment to employees and vendors to meet the needs of all units of Ontario Hydro.

Manuals contain policies, procedures, standards and guidelines for the use of employees who have accountability and responsibility for performing supply and real estate functions.

Unique personal information banks contain information relating to real estate acquisition and management, and administration of the Employee Housing Assistance Plan. Also information used to administer the payroll system and for claims administration. Common employee information banks are described under Corporate Human Resources.

### Manuals

Delivery Assurance Procedures  
Management and Administration  
Purchasing Policies and Procedures  
Quality Assurance  
Real Estate Acquisition and Appraisal  
Real Estate Management  
Surplus Disposal Policies and Procedures  
Transportation

### Personal Information Banks

#### Housing Assistance Program

Location: Services.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, address, financial information (e.g., mortgage rate, balance and list price).Uses: Assist with the employee's relocation with respect to the disposal of their principal residence, i.e. property eligibility, appraisal to establish guarantee price, acquisition, maintenance and sale of the properties.Users: Services business unit administrative staff, Compensation and Benefits Services staff, business unit human resources officers, internal and external auditors.Individuals in Bank: Transferred employees.Retention and Disposal: One year after sale of house or discharge of mortgage, then destroyed.

#### Property Owner Transaction Files

Location: Services.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, address and occupation of property owner, appraisals, mortgage details, purchase/sale price, record of discussion with owners, size of property.Uses: Provide a detailed record of property transactions including relevant background information.Users: Services business unit administrative staff, solicitors, internal auditors, regional property staff; select information is released to Revenue Canada.Individuals in Bank: Individuals involved in property transactions (e.g. sales, purchases, leases and permits) with Ontario Hydro.Retention and Disposal: Permanent.

#### Property Transaction System (PROTRANS)

Location: Services.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, Orders-in-Council, concession, easements of real estate rights, land leasebacks, leases, licences (land use permits), lot number, purchase/sale prices, township.Uses: Maintain a register of Ontario Hydro's property rights and real estate transactions.Users: Solicitors, regional property staff, business unit administrative staff, internal auditors; select information is released to government ministries and agencies.Individuals in Bank: Individuals involved in property transactions with Ontario Hydro.Retention and Disposal: Variable, then destroyed.

## Energy Services and Environment

Energy Services and Environment is dedicated to providing customers with the best possible value from their energy services by providing quality leadership and service, and for proposing new rates, programs and differentiated services to meet this end.

General classes of records contain forecasts, strategies, plans and programs supporting energy management and services, and non-utility generation, rate policies and structures and for environmental coordination.

Manuals provide staff with guidelines, technical information and standards to assist them in providing advice to customers and performing various regulatory functions assigned by statute.

Unique personal information banks contain information supporting financial incentive programs for Ontario Hydro's customers. Common employee information banks are described under Corporate Human Resources.

### General Classes or Types of Records

Advertising Records  
Advice and Service to Customers (municipal, direct, industrial and retail)  
Business Planning and Budget Records and Guidelines  
Customer Service and Billing Files  
Electricity Utilization Files, Reports and Surveys  
Enquiry Information  
Environmental Coordination Records  
Field Marketing and Energy Utilization Records  
Load Forecasting Files and Reports  
Marketing Records  
Non-Utility Generation Records (including NUG contracts)  
Program Results Records  
Provision of Service to Customer Files  
Rate Policies, Principles and Rate Structures  
Rate and Service Classifications  
Transport, Work and Service Equipment Records (fleet)

### Manuals

Business Unit Management and Administration

Customer Service (municipal, retail and direct industrial)

### **Personal Information Banks**

#### Megawatt Tracking System

Location: Energy Services and Environment. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Customer names, addresses, application/audit number, building/plant address, employee names, equipment installed or modified, incentives paid, marketing information, telephone numbers. Uses: Prevent duplication of payments to customers; maintain a record of all energy conservation results; produce accounting records and management reports. Users: Financial Services staff and Energy Management staff. Individuals in Bank: Customers and Energy Services field advisors. Retention and Disposal: From three to seven years, depending on the length of the incentive program, then transferred to the corporate archives.

### **Retail System**

This business unit delivers electricity to the retail customers of Ontario in a reliable, effective, efficient and environmentally sensitive manner so that the overall costs and benefits are shared fairly by all. The business unit provides customers with specialized services and delivers energy management programs that will permit them to make informed decisions about their electricity usage.

General classes of records contain information relating to the provision of electricity to customers.

Manuals provide staff with guidelines, technical information and standards to assist them in providing service to customers while performing electrical inspection.

Unique personal information banks contain information relating to individuals involved in customer relations, trades and technical training programs. The Customer Information and Billing System identifies individual customers and is used for billing and credit analysis regarding deposits. Common employee information banks are described under Corporate Human Resources.

### **General Classes or Types of Records**

Advice and Service to Retail Subtransmission Customers  
Communications (including radio, microwave and telephone)  
Contracts, Agreements and Rights Acquired or Granted to Others

Customer Relations Training Records

Customer Service and Billing Files

Disbursements

Electrical Inspection Reports and Files

Engineering, Operating and Maintenance Records (distribution lines and stations)

Field Marketing and Energy Utilization Records

Forestry and Environmental Records

Hardware, Tools and Equipment Files

Operation and Maintenance Records (remote and northern communities)

Power Contract Files

Property Acquisition, Expropriation and Sales Records

Provision of Service to Customers Files

Rates and Service Classifications

Regulatory Records (regulatory functions assigned by statute)

Security Reports and Files

Transport, Work and Service Equipment Records

### **Manuals**

Business Unit Management and Administration

Electrical Inspection

Fleet

Retail Customer Service

Trades and Operating Manuals for Retail System

### **Personal Information Banks**

#### Customer Information and Billing System

Location: Retail System. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Customer name, address, telephone number, billing history, deposits, driver's licence number. Uses: Bill customers and assess credit regarding deposits; assess usage patterns for energy management programs. Users: Retail System administrative staff, Energy Management staff, internal and external auditors. Individuals in Bank: Retail customers (residential, farm, general, small industrial and street lighting). Retention and Disposal: Two years plus current to seven years after termination of contract, then destroyed.

#### Customer Relations Courses

Location: Retail System. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, sex, employee number, job classification, course completion dates, location. Uses: Facilitate customer service training of Ontario Hydro and municipal utility staff. Users: Training staff, Customer Energy Services staff, Municipal Electrical Association, municipal utility staff, line managers and supervisors, internal auditors. Individuals in Bank: Ontario Hydro and municipal utility staff involved in customer service or customer contact function. Retention and Disposal: Not determined.

#### Customer Service Trades Training

Location: Retail System. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, sex, employee number, job classification, course completion dates, course performance evaluations, location. Uses: Facilitate customer service trades training in accordance with union contract regulations. Users: Training staff, customer service trades staff, Retail Service staff, line managers and supervisors, internal auditors. Individuals in Bank: Customer service trades staff. Retention and Disposal: Not determined.



### Electrical Contractor Training

Location: Retail System.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, work location (company), training completion dates.Uses: Facilitate training of electrical contractors.Users: Training staff, Ontario Electrical League, internal auditors.Individuals in Bank: Electrical contractors.Retention and Disposal: Not determined.

### Journey person Powerline-Maintainer Register

Location: Retail System.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, location, certificate number, journey person status documentation.Uses: Support classification of powerline maintainers within the line trade.Users: Retail System administrative staff, Municipal Electric Association, internal auditors.Individuals in Bank: Current and former powerline maintainers.Retention and Disposal: Not determined.

### Trades and Technical Training

Location: Retail System.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, course training record, description of training, employee number, location, performance assessment.Uses: Facilitate trades and technical training.Users: Municipal utility managers, Retail System administrative staff, training staff, line managers and supervisors, internal auditors; select information is released to the Ministry of Colleges and Universities.Individuals in Bank: Trades and technical employees of Ontario Hydro, municipal utilities and associated organizations.Retention and Disposal: Twenty years plus current, then destroyed.

## **Enterprises Group**

The activities of this group are outlined under the business units located below.

## **Ontario Hydro International Inc.**

This business unit creates value for its customers, Ontario and the corporation by developing commercially viable vehicles to lever the assets, products and services of Ontario Hydro's core businesses to meet customer needs in the most globally responsible manner; capitalize on the capabilities of Ontario Hydro and its partners in the marketplace outside of Ontario; and to identify, promote and invest in environmentally sustainable and energy-efficient projects in our internal business.

General classes of records contain information on the sale of Ontario Hydro's products, services and technologies to external markets.

Unique personal information banks contain information relating to the identification of candidates for international assignments. Common employee information banks are described under Corporate Human Resources.

## **General Classes or Types of Records**

Contracts, Agreements and Rights Acquired  
International Projects and Marketing Records  
Marketing Training Record

## **Personal Information Banks**

### International Projects Questionnaires and Resumes

Location: Ontario Hydro International Inc.Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.Information Maintained: Name, areas of expertise, citizenship, education, employee number, employment history, international employment experience, languages spoken, position title, salary, years of service.Uses: Identify, select and place individuals qualified to participate in international projects.Users: Ontario Hydro International administrative staff, project administrators, senior business development engineers, internal and external auditors.Individuals in Bank: Active and retired Ontario Hydro employees, agency consultants.Retention and Disposal: Not determined.

## **Ontario Hydro Technologies**

Ontario Hydro Technologies (OHT) provides advanced knowledge and technology and helps transfer the capability to use them in the corporation and in the province; provides technology input to both policy and decision making; provides research and development to support the technology base of the business units; takes a proactive role in the commercialization of these technologies and development of strategic alliances with partners outside the corporation (this includes the development of recommendations on equity investments in technology).

General classes of records contain information about physical research, testing and development.

Common employee information banks are described under Corporate Human Resources.

## **General Classes or Types of Records**

Operations Research  
Research Contracts (government and non-government)  
Research Reports and Abstracts  
Research Special Projects  
Research Testing and Inspection Reports

## **Office of the Secretary**

The Secretary's office is responsible for ensuring that Ontario Hydro meets its corporate responsibilities in the areas described below.



### Corporate Records and Freedom of Information Department

The Corporate Records and Freedom of Information Department is responsible for ensuring that Ontario Hydro manages its records to meet its business and legal requirements, and for ensuring corporate compliance with Freedom of Information and Protection of Privacy legislation.

General classes of records contain information supporting the corporation's records management programs and its responsibilities under the Freedom of Information and Protection of Privacy legislation.

Manuals provide staff with policies, procedures and guidelines for managing the corporation's records and complying with access requests under the Freedom of Information and Protection of Privacy Act.

Unique personal information banks contain information supporting Ontario Hydro's legal rights and contractual obligations. Common employee information banks are described under Corporate Human Resources.

#### Common Records

Freedom of Information and Protection of Privacy Act Requests  
Ombudsman/Human Rights Commission

#### Manuals

Corporate Manual on Records Management  
Freedom of Information Access Procedures and Guidelines

#### Personal Information Banks

##### Executed Legal Documents

Location: Corporate Records and Freedom of Information Department. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name and address of employee/individual involved in legal transaction, details of property transactions/personal contracts, personal financial information. Uses: Maintain a record of all executed property transactions and personal contracts involving Ontario Hydro. Users: Solicitors, Corporate Real Estate staff, Corporate Security staff, Ontario Hydro International staff, Lines staff, authorized business unit administrative staff, internal auditors. Individuals in Bank: Employees involved in personal contracts (e.g., retirement agreements, foreign assignments, patents and royalties) with Ontario Hydro; individuals involved in property transactions (e.g., sales, purchases, leases and permits). Retention and Disposal: From six years plus current then destroyed, to permanent.

### Corporate Security

This group is responsible for providing specified security to meet the needs of all business units in Ontario Hydro.

General classes of records contain information on the security of corporate facilities.

Manuals contain policies, procedures, standards and guidelines for the use of employees who have accountability and responsibility for performing security functions.

Unique personal information banks contain information relating to employees identification and security clearance. Common employee information banks are described under Corporate Human Resources.

#### General Classes or Types of Records

Information Systems Planning, Operation and Communication  
Records  
Security Studies, Investigations and Reports

#### Manuals

Security Policies and Procedures  
Surplus Disposal Policies and Procedures  
Transportation

#### Personal Information Banks

##### Nuclear Employee Security Clearances

Location: Corporate Security. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, social insurance number, address, address and employment of immediate relative, date of birth, education, employment position, federal security classification, marital status. Uses: Obtain a security clearance from the Atomic Energy Control Board. Users: Atomic Energy Control Board, Corporate Security administrative staff, Ontario Hydro Nuclear administrative staff, internal auditors. Individuals in Bank: Employees requiring Atomic Energy Control Board security clearances. Retention and Disposal: Five years then destroyed.

##### Security Personnel Training

Location: Corporate Security. Legal Authority: Power Corporation Act, R.S.O. 1990, c.p.18, s.63. Information Maintained: Name, appointed date as special constable and as peace officer, employee number, security training courses taken. Uses: Ensure proper training and appointments for Ontario Hydro security personnel. Users: Corporate Security Training personnel. Individuals in Bank: Present Ontario Hydro security personnel. Retention and Disposal: Thirteen months after relocation or termination of security personnel, then destroyed.

#### Law

Law is responsible for ensuring that Ontario Hydro's rights are identified and protected, that operations are conducted in compliance with legal requirements and that Ontario Hydro is provided with legal advice and services conducive to effective operation.

General classes of records contain legal information supporting the corporation's powers, rights and duties, and the conduct of its business and its relationship to others.

Common employee information banks are described under Corporate Human Resources.

### **Common Records**

Litigation Files

### **General Classes or Types of Records**

Arbitration Records

Bonds, Notes and Debentures Files (working papers)

Claims Correspondence

Labour Relations Files (working papers)

Litigation Records

Municipal Pension Files

Ontario Hydro Pension Files

Patent, Trademark and Copyright Files

Pension Plan and Investments

Property (working papers)

# ONTARIO INSTITUTE FOR STUDIES IN EDUCATION

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## Head

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Freedom of Information and Privacy Coordinator  
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A public reading room for the review of manuals and other information is open during regular office hours at 252 Bloor Street West, Toronto.

The Ontario Institute for Studies in Education (OISE) conducts studies of matters and problems relating to education, disseminates the results, assists in the implementation of the findings of educational studies, and establishes and conducts courses leading to certificates of standing and graduate degrees in education, as required by the Ontario Institute for Studies in Education Act.

The institute consists of nine academic departments, eight field centres, five internal research centres and a number of units serving the internal community (e.g., Human Resource Services), the public (e.g., OISE Press), or both (e.g., Conference Centre). Each division reports to one or both of two Assistant Directors. The Assistant Directors report to the Director, who is responsible to a Board of Governors appointed by the Lieutenant-Governor of Ontario, upon the recommendation of the Minister of Education.

## Office of Assistant Director (Academic)

This office is responsible for conduct of the instructional program, liaison with the University of Toronto and School of Graduate Studies, faculty appointments, and the effective operation of the OISE Psychoeducational Clinic, R.W.B. Jackson Library and the Computing Services Group.

## General Classes or Types of Records

Development and Delivery of Academic Programs  
Distance Education Technology and Programming

Faculty Matters and Academic Policy Issues  
Psychoeducational Clinic - Training and Service Functions  
R.W.B. Jackson Library Operations  
University of Toronto Liaison Records

## Personal Information Banks

Associate Members of the Graduate Department of Education, University of Toronto

Location: Office of Assistant Director (Academic). Legal

Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Employment conditions, curriculum vitae, salary and instructional contracts. Uses: Apply for approval to teach in the Graduate Department of Education at the University of Toronto. Users: OISE Graduate Studies staff. Individuals in Bank: Past and present associated instructors. Retention and Disposal: Ten years after employee leaves, then destroyed.

## Clinic Clients

Location: Office of Assistant Director (Academic). Legal

Authority: Ontario Institute for Studies in Education, R.S.O. 1990, c.O.22. Information Maintained: Name, address, telephone numbers of clients, their parents or guardians if appropriate, record of all telephone and office contacts, test protocols used, notes of counselling sessions, copies of all reports, signed information release forms. Uses: Maintain a record of clinical services; monitor process of assessment or counselling; provide basis for referral and follow-up services. Users: OISE supervising faculty. OISE students working directly with clients; other agencies and psychologists with signed release from client or guardian. Individuals in Bank: All clients. Retention and Disposal: Minimum of six years, then destroyed.

## Faculty - Current Employees

Location: Office of Assistant Director (Academic). Legal

Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Employment conditions and salary, curriculum vitae, study leave, tenure and promotion. Uses: Provide statistical data; confirm individual's status. Users: Assistant Director (Academic) and immediate support staff. Individuals in Bank: Faculty. Retention and Disposal: Ten years after employee leaves, then destroyed.

## Rejected Applicants

Location: Office of Assistant Director (Academic). Legal

Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Application for admission, curriculum vitae assessment, departmental recommendation, letter of rejection, reference letters, transcripts. Uses: Monitor application process; maintain a record of rejected applications. Users: OISE and University of Toronto Graduate Studies staff. Individuals in Bank: Rejected applicants. Retention and Disposal: Two to 5 years, then destroyed.



## Student Locator Files

**Location:** Office of Assistant Director (Academic). **Legal Authority:** Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. **Information Maintained:** Name, address, signed statement of responsibility, summary of academic and professional preparation, telephone numbers. **Uses:** Locate students for appointments with clients, consultations. **Users:** OISE clinic staff. **Individuals in Bank:** All students actively seeing clients. **Retention and Disposal:** One year, then destroyed.

## Student Records

**Location:** Office of Assistant Director (Academic). **Legal Authority:** Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. **Information Maintained:** Application for admission, admission letters, assessment, course selection and related program matters, curriculum vitae, ethical reviews, financial awards where applicable, reference letters, registration documents, result of oral examination where applicable and degree recommendations, thesis committee membership, transcripts. **Uses:** Monitor students' progress through degree programs. **Users:** OISE and University of Toronto Graduate Studies staff. **Individuals in Bank:** Currently and previously registered students. **Retention and Disposal:** Permanent.

## Tenure and Promotion Committees - Academic Departments

**Location:** Office of Assistant Director (Academic). **Legal Authority:** Ontario Institute for Studies in Education Act, R.S.O., 1990, c.O.22. **Information Maintained:** Name, committee recommendations, confidential minutes, correspondence, education, employment history, references, telephone number, the candidate's case. **Uses:** Recommend tenure and promotion of candidates. **Users:** Committee members, senior administrative staff, Faculty Review Committee. **Individuals in Bank:** Faculty candidates. **Retention and Disposal:** Ten years after employee leaves, then destroyed.

## Test Materials Users

**Location:** Office of Assistant Director (Academic). **Legal Authority:** Ontario Institute for Studies in Education Act, R.S.O., 1990, c.O.22. **Information Maintained:** Name, address, signed statement of responsibility, summary of academic and professional preparation, telephone number. **Uses:** Monitor tests used; protect test security and appropriate use. **Users:** Client staff. **Individuals in Bank:** All approved test users; students and psychologists authorized to use restricted testing materials from the clinic. **Retention and Disposal:** Two years, then destroyed.

## Office of the Assistant Director (Field Services and Research)

This office has overall responsibility for general administration of the internal research centres and the field centres, administration of the annual Ministry of Education Transfer Grant, and for solicitation, vetting and administration of sponsored research contracts and grants. The AD FS&R is also responsible for the operation of the Conference Centre.

## General Classes or Types of Records

External Funding Agencies  
Field Services and Research Standing Committee Minutes and Materials  
Funded Projects (grants and contracts)  
Project Proposals - Pending and Rejected  
Room Bookings - Contracts  
Transfer Grant Project Reports  
Transfer Grant Review Process  
Travel Grants

## Manuals

Guidelines on Preparation of Transfer Grant Proposals

## Personal Information Banks

### Ethical Reviews

**Location:** Office of the Assistant Director (Field Services and Research). **Legal Authority:** Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. **Information Maintained:** Name, address, ethical approval certificates for projects involving human subjects, correspondence, draft letters of consent, ethical review protocols, research instruments, research project description, statements of ethical review committee members. **Uses:** Protect the rights of human subjects. **Users:** Senior administrative staff of the Office and the Institute. **Individuals in Bank:** Faculty and research officers (principal investigators). **Retention and Disposal:** Three years after completion of project, then destroyed.

### Faculty Workload

**Location:** Office of the Assistant Director (Field Services and Research). **Legal Authority:** Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. **Information Maintained:** Name, department, estimated percentages of time worked on projects. **Uses:** Determine distribution of faculty workload. **Users:** Senior administrative staff. **Individuals in Bank:** Faculty. **Retention and Disposal:** Seven years, then destroyed.

### Field Services and Research Standing Committee Members

**Location:** Office of the Assistant Director (Field Services and Research). **Legal Authority:** Ontario Institute for Studies in Education Act, 1965, R.S.O. 1990, c.O.22. **Information Maintained:** Name, constituency representation, department or home address, telephone number. **Uses:** Identify committee members. **Users:** Institute members. **Individuals in Bank:** Staff and students. **Retention and Disposal:** Permanent.

### Search Committees - Field Division

**Location:** Office of the Assistant Director (Field Services and Research). **Legal Authority:** Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. **Information Maintained:** Name, address, confidential minutes, correspondence, education, employment history of candidates, telephone number. **Uses:** Select candidates for faculty positions. **Users:** Search committee members, senior administrative

staff.Individuals in Bank: Academic candidates.Retention and Disposal: Successful candidates' information retained for duration of tenure, then destroyed; unsuccessful candidates' information retained for 5 years, then destroyed.

#### Summer Stipends

Location: Office of the Assistant Director (Field Services and Research).Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22.Information Maintained: Name, department, number and amount of stipends, project account.Uses: Arrange approval and payment of stipends.Users: Senior administrative staff, Board of Governors, Finance Office staff.Individuals in Bank: Faculty.Retention and Disposal: One year, then destroyed.

#### Tenure and Promotion Committees - Field Division

Location: Office of the Assistant Director (Field Services and Research).Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22.Information Maintained: Name, committee recommendations, confidential minutes, correspondence, education, employment history, references, telephone number, the candidate's case.Uses: Recommend tenure and promotion of candidates.Users: Committee members, senior administrative staff, Faculty Review Committee.Individuals in Bank: Faculty candidates.Retention and Disposal: Duration of appointment, then destroyed.

#### Transfer Grant Review Committee - Nominations

Location: Office of the Assistant Director (Field Services and Research).Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22.Information Maintained: Name, academic or field status, address, education, employment history, name of nominating individual or unit, telephone number.Uses: Select members for Transfer Grant Review Committee.Users: Senior administrative staff, Nominations Subcommittee consisting of two researchers.Individuals in Bank: University faculty, Board of Education superintendents, Board of Education directors.Retention and Disposal: Five years, then destroyed.

### **Office of the Director**

Responsible for general administration of the institute, the provision of secretariat support to the Board of Governors, the Institute Council and the Administrative Council, and for the operation of the Finance Division, Human Resources Services and OISE Press. The Human Resource Services Director is also responsible for the operations of the Physical Plant Office and general administrative services. The Chief Financial Officer is also responsible for the operations of the Guidance Centre, the Office of Employment Equity, the Office of the Coordinator of Special Needs and the Office of the Harassment Prevention Officer. As well, the office provides public communications functions and support for the OISE Alumni Association, the OISE Awards Committee, the planning and execution of special social events, budget development, pensions and coordination of policy development.

### **Common Records**

Employment Equity Program  
Grievances and Applications  
Job Competitions and Applications  
Parking Records  
Workers' Compensation

### **General Classes or Types of Records**

Administrative and Academic Computing Policy Administrative Council  
Advisory Committee  
Affiliation, Negotiation and Agreement (with the University of Toronto)  
Agreements of Cooperation (Nanjing University and Kyusugu University)  
Alumni Association  
Art Collection  
Board of Governors' Meetings  
Budget Development  
Capital Equipment  
Correspondence with the University Community and Organizations  
Educational Association Correspondence and Agreements  
Employment Equity Committee - Information Regarding Meetings  
Employment Equity in the OISE Work Force  
Financial Records - Funds  
Government Relations  
Harassment Prevention Policy Information  
Implementation of the French Language Services Act (Bill 8) Documentation  
Institute Legal Counsel  
Institute Research Project History Indices  
Ontario Institute for Studies in Education - U of T Relations  
Ontario Institute for Studies in Education Awards Committee  
Pensions  
Planning and Priorities Committee and Subcommittees  
Policy Development  
Publication Board Minutes and Policy  
Special Needs Budget Information  
Special Needs Contacts with Universities and Service Providers  
Special Needs Students - Interview Notes  
Staff and Student Associations  
TVOntario  
Tenants - Leases and Correspondence

### **Manuals**

Budget Development Process Binder  
OISE Policy Book

### **Personal Information Banks**

#### Alumni Membership Lists

Location: Office of the Director.Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22.Information Maintained: Name, address, date degrees



conferred, degree(s) conferred by University of Toronto, telephone number.Uses: Maintain mailing lists; facilitate fund raising; maintain contact and communication with alumni.Users: Public Communications staff.Individuals in Bank: All institute graduates.Retention and Disposal: Until update provided by University of Toronto, then destroyed.

#### Board of Governors

Location: Office of the Director.Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22.Information Maintained: Name, Order in Council re appointment, address, biographical notes, telephone number.Uses: Maintain a record of board membership; compile listing in OISE Bulletin; maintain mailing list.Users: Office of the Director's staff.Individuals in Bank: Current and past board members.Retention and Disposal: Duration of term, then transferred to archives.

#### Grievances

Location: Office of the Director.Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22.Information Maintained: None.Uses: Maintain accurate record of nature of grievances and outcomes.Users: Senior administrators, institute legal counsel.Individuals in Bank: Institute staff, students, associations and union locals.Retention and Disposal: Ten years after employee leaves, then destroyed.

#### Harassment Complaint Information

Location: Office of the Director.Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22.Information Maintained: Case notes on information and formal harassment inquiries and complain.Uses: Investigate complaints.Users: Director, Legal Counsel (if required), Harassment Advisor.Individuals in Bank: Complainants and respondents.Retention and Disposal: Ten years after respondent leaves the institute, then destroyed.

#### Housing Loan Guarantees

Location: Office of the Director.Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22.Information Maintained: Applications, correspondence and mortgages.Uses: Administer the program.Users: Management.Individuals in Bank: Employees applying for housing loan guarantees.Retention and Disposal: Withdrawn applications - two years, then destroyed; approved applications - five years after discharge of mortgage, then destroyed.

#### Job Competitions

Location: Office of the Director.Legal Authority: Ontario Institution for Studies in Education Act, R.S.O. 1990, c.O.22.Information Maintained: None.Uses: Facilitate and document the job selection and transfer process.Users: Human Resources Department staff, line managers and supervisors, officers.Individuals in Bank: Applicants for job vacancies and transfers.Retention and Disposal: From one year to term of employment, then destroyed.

#### OISE Awards Committee - Nominations

Location: Office of the Director.Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22.Information Maintained: Name, address, contributions to education (as perceived by nominator), degrees, present and past positions, recommendations of nominators.Uses: Select annual Distinguished Educators of the Ontario Institute for Studies in Education; select annual Jackson Lecturer; nominate candidates for honorary University of Toronto degrees.Users: Members of OISE Awards Committee.Individuals in Bank: Institute awards nominees.Retention and Disposal: Four years, then destroyed.

#### Payroll

Location: Office of the Director.Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22.Information Maintained: Name, all payroll transactions, association dues, dependents, job classification, length of employment, life insurance and pension classifications, salary, voluntary deductions.Uses: Prepare payroll; issue cheques and statements.Users: Payroll staff.Individuals in Bank: All staff, student and casual employees of the institute.Retention and Disposal: Computer files - two years, then destroyed; paper files - six years, then destroyed.

#### Pension Records System

Location: Office of the Director.Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22.Information Maintained: Name, Social Insurance Number, address, beneficiary information, correspondence, employment history, health benefits information, pension history and pay data.Uses: Administer the institute's pension plan.Users: Pension plan staff, administrators, Human Resources pension fund trustees, internal and external auditors.Individuals in Bank: Employees, pensioners, beneficiaries and vested pensioners.Retention and Disposal: Six years plus current after all obligations are satisfied, then destroyed.

#### Performance Appraisal Files

Location: Office of the Director.Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22.Information Maintained: Name, evaluation of job performance.Uses: Assist with career counselling; provide data for human resource planning.Users: Director, Human Resource Services Dept.Individuals in Bank: General support, professional and research staff.Retention and Disposal: Ten years after employee leaves, then destroyed.

#### Personnel Files

Location: Office of the Director.Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22.Information Maintained: None.Uses: Record employee work history and payment/benefit transactions.Users: Staff in Human Resource Services Dept.Individuals in Bank: All regular OISE employees.Retention and Disposal: Employees receiving pension - Ten years after leaving and until completion of



pension payments, then destroyed; other employees - ten years after leaving, then destroyed.

Services for Students With a Disability

Location: Office of the Director. Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Name, OISE department, address, correspondence with student and correspondence about the student, documentation of disability, notes on accommodation needs, telephone number. Uses: Provide facilities and services to students. Users: Coordinator of Services for Students With a Disability. Individuals in Bank: Students who contact the service. Retention and Disposal: Retained while student is enrolled, then destroyed.

Temporary Employment Pool Files

Location: Office of the Director. Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Name, Social Insurance Number, address, age, employment history, rate of pay. Uses: Fill temporary staffing needs in accordance with policies and collective agreements. Users: Staff in Human Resource Services Dept. Individuals in Bank: Temporary employees. Retention and Disposal: One year, then destroyed.

Training and Development Records

Location: Office of the Director. Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Name, courses attended, department, future training needs and desires, results attained. Uses: Develop training strategies for the institute and individuals; maintain information on career paths and skills inventories. Users: Training coordinator and supervisors. Individuals in Bank: All regular OISE employees. Retention and Disposal: Six years after employee leaves, then destroyed.

Workers' Compensation Information

Location: Office of the Director. Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: None. Uses: Administer the Workers' Compensation Plan. Users: Human Resources Services staff, Workers' Compensation Board, internal auditors. Individuals in Bank: Employees who have had an occupational accident that has been reported to the Workers' Compensation Board. Retention and Disposal: Permanent.

# ONTARIO LOTTERY CORPORATION

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## Head

President  
Ontario Lottery Corporation  
70 Foster Drive  
Suite 800  
Sault Ste. Marie, Ontario  
P6A 6V2  
(705) 946-6400

## Access

Vice-President, Corporate Communications  
Ontario Lottery Corporation  
70 Foster Drive  
Suite 800  
Sault Ste. Marie, Ontario  
P6A 6V2  
(705) 946-6766



Please call the above listed number to arrange for on-site access.

The Ontario Lottery Corporation (OLC) is a Crown corporation established by Bill 191, An Act to Incorporate the Ontario Lottery Corporation, in February 1975. As an independent Crown agency, the corporation's mandate is to develop and manage provincial government lotteries to raise monies for the benefit of the people of Ontario.

Responsible to the Minister of Culture, Tourism and Recreation, the corporation is organized into six divisions. Each division reports, through the President's Office, to a Board of Directors whose nine members are appointed from the private sector. Internal Audit reports directly to the board.

Customers with lottery related questions can call  
1-800-387-0098.

## Corporate Communications Division

The division is responsible for providing professional communication services to the Corporation.

### Common Records

Career Planning/Training  
Performance Management

### General Classes or Types of Records

Communications Programming  
Company Security Seals  
Corporate Advertising  
Draw Show Production

Employee Orientation Program  
French Language Services  
Games and Draw Results  
Government Liaison  
Library and Archives  
Media Liaison  
Million Dollar Sweepstakes Production and Television  
Ministry of Tourism and Recreation Liaison  
Monthly Billing and Budget Control  
Montreal Trust Company, Independent Adjudicator  
Non-Advertising Publications  
Ontario Lottery Corporation and Montreal Trust  
Photo File  
Production of Televised Draws  
Research  
Show  
Speakers' Bureau Program  
Special Promotions  
Travelling Information Display Program

## Manuals

Player's Guides for All Games  
Winner's Handbook

## Personal Information Banks

### Consumer Inquiries - Draw Show

Location: Corporate Communications Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Name, address, correspondence and replies. Uses: Supply reference for further contact; identify possible trends. Users: Branch administrative staff. Individuals in Bank: Individuals corresponding with the corporation. Retention and Disposal: Not determined.

### Consumer Inquiries - Games and Tickets

Location: Corporate Communications Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Name, address, correspondence and replies. Uses: Supply reference for further contact; identify possible trends. Users: Branch administrative staff. Individuals in Bank: Individuals corresponding with the corporation. Retention and Disposal: Not determined.

### Mail-Order Companies/Individuals

Location: Corporate Communications Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Company's/Individual's name, affidavits, company materials, legal documents, letters of complaint, prizes claimed. Uses: Investigate possible unauthorized dealers. Users: Senior corporation staff, legal representatives, U.S. postal authorities. Individuals in Bank: Retailers and agents operating against Ontario Lottery Corporation policy. Retention and Disposal: Not determined.

## Major Prize Winners - All Games/Special Promotions

Location: Corporate Communications Division.Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885.Information Maintained: Name, address, draw date, game name, photograph, prize amount, ticket number.Uses: Inform the public, MPPs, and distributors of lottery winners; maintain a record of all major prize winners.Users: Division administrative staff.Individuals in Bank: Major prize winners.Retention and Disposal: Not determined.

## Random Equipment and Supplies Testing - Employee Major Prize Winnings

Location: Corporate Communications Division.Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885.Information Maintained: Name, results of specific testing on employee major prize winnings.Uses: Inform the public, MPPs, and distributors of lottery winners; maintain a record of all major prize winners.Users: Division administrative staff.Individuals in Bank: Major prize winners.Retention and Disposal: Not determined.

## Show Inserts - Individuals Interviewed

Location: Corporate Communications Division.Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885.Information Maintained: Name, results of specific testing on employee major prize winnings.Uses: Inform the public, MPPs, and distributors of lottery winners; maintain a record of all major prize winners.Users: Division administrative staff.Individuals in Bank: Major prize winners.Retention and Disposal: Not determined.

## **Finance and Administration Division**

The Finance and Administration Division is responsible for ensuring corporate adherence to the Memorandum of Understanding with the Minister of Culture, Tourism and Recreation, which clarifies the operating, financial/audit arrangements and administrative relationships. Finance and Administration is an internal service division dedicated to providing the corporation with efficient and effective support in the areas of Acquisitions, Contract Administration, Finance, Security, Office Administration, Corporate Planning and Legal Services.

### **Common Records**

Career Planning/Training  
Identity/Employee Card  
Litigation Files  
Parking Records  
Performance Management  
Travel/Expense Accounts

### **General Classes or Types of Records**

Accounts Payable  
Banking

Budget Control Records  
Committee Meetings - Minutes  
Contingency Planning  
Contracts  
Corporate Asset Control  
Corporate Planning  
Corporate Security  
Establishment of On-Line, Passive and Instant Games and Related Services  
Financial Controls and Related Systems  
Financial Statements/Annual Reports  
Forensic Sciences Laboratory Reports  
Lottery Conferences  
Mail and Messenger Service  
Prize Office Procedures, Game Information and Reports  
Purchase Orders  
Records Management  
Request for Proposals  
Special Studies and/or Reviews  
Supplier/Vendor Information and Lists  
Suppliers' Invoices for Products and Services  
Treasury Inspection

### **Manuals**

Administrative Policy Manual

### **Personal Information Banks**

#### Claimants/Consumers - Special Cases

Location: Finance and Administration Division.Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885.Information Maintained: Name, address, correspondence, group contracts, ticket number and game, written records of conversations.Uses: Documentation backup and reference for possible investigation.Users: Branch administrative staff.Individuals in Bank: Consumers and claimants.Retention and Disposal: Not determined.

#### Investigation Reports

Location: Finance and Administration Division.Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885.Information Maintained: Name, address, date of birth, investigation and occurrence reports, statements, exhibit reports, and in some instances copies of court documents and court briefs, ticket number and game, group contracts, correspondence, and written records of conversation.Uses: Detect, investigate and prosecute offences under the laws of Ontario and Canada.Users: President, Vice President, branch administrative staff.Individuals in Bank: Individuals involved in investigations under the Criminal Code, federal and provincial statutes.Retention and Disposal: Not determined.

#### Prize Winners and Prize Claims Information

Location: Finance and Administration Division.Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990,



c.O.25, s.7; R.R.O. 1990, Reg. 885.Information Maintained: Names, addresses.Uses: Reference, documentation; provide audit trail.Users: Branch administrative staff.Individuals in Bank: Prize claimants, winners.Retention and Disposal: Major prize winner information not determined; other information destroyed after seven years.

#### Retailer Commissions Paid - Passive Games

Location: Finance and Administration Division.Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885.Information Maintained: Name, number, store name, commission amount, cheque number, draw date and number, number of jackpot and second prize winners.Uses: Pay retailer commissions for the sale of winning tickets.Users: Branch administrative staff.Individuals in Bank: Retailers.Retention and Disposal: Not determined.

## Human Resources Division

The Human Resources Division is responsible for providing training, development and the environment necessary to attract, retain and motivate qualified personnel. The major areas of responsibility include training and development, compensation and benefits, job evaluation, recruitment and selection, and employee programs. The branch is also responsible for the implementation of government legislation as it applies to the Ontario Lottery Corporation (i.e., employment equity, pay equity and health and safety).

### Common Records

Career Planning/Training  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Performance Management

### General Classes or Types of Records

Employee Benefits  
Office Administration  
Organizational Structure  
Position Descriptions and Classifications  
Training and Development

### Manuals

Corporate Administrative Manual  
IPPEBS Operating Manual Directives and Guidelines

### Personal Information Banks

#### Employee Attendance Records

Location: Human Resources Division.Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1980, Reg. 719.Information Maintained: Name, record of work

attendance.Uses: Record attendance; provide statistics on attendance.Users: Branch administrative staff.Individuals in Bank: Employees.Retention and Disposal: Incorporated in General Employment History and Payroll Information bank.

#### Security Check Information

Location: Human Resources Division.Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1980, Reg. 719.Information Maintained: None.Uses: Pay retailer commissions for the sale of winning tickets.Users: Branch administrative staff.Individuals in Bank: Retailers.Retention and Disposal: Not determined.

## Information Systems and Technology Division

Responsible for all computer activities, including on-line games, business systems and desktop computing. The division is comprised of Emerging Technology and Planning, responsible for the evaluation of new technologies and multi-year planning; Systems Development, responsible for software for gaming and business systems as well as information management; Network Operations, responsible for monitoring the performance on on-line terminals and the network; Data Centre Operations, responsible for computer operations, hot line service to retailers, computer integrity, facilities management and systems administration; Client Services, responsible for a range of office systems and personal computer support as well as quality control for business systems; Engineering Support, responsible for overseeing and coordinating all aspects of quality assurance for the technology architecture and its implementation.

### Common Records

Identity/Employee Card  
Performance Management

### General Classes or Types of Records

Electronic Data Processing Terminals  
Emerging Technology Studies  
Evaluations and Reports  
Games and Redemption Systems  
Interactive Gaming Technology  
On-line Retailer Inquiry Hotline  
Personal Computers  
Research and Development Programs/Projects,  
Systems Development Projects and Reports  
Technical Support and Activities Reports

## Internal Audit

Internal Audit functions independently under policies and procedures established by the Board of Directors. It examines and evaluates the corporation's system of internal control and ensures quality of performance in carrying out assigned responsibilities.

### General Classes or Types of Records

Audit Procedures, Programs and Reports  
Audit Subcommittee Minutes

## Marketing Division

Marketing Division identifies market opportunities and implements selected strategies to ensure execution as planned and within approved budgets. The program consists of continuous marketing planning and evaluation for all passive, instant and on-line games, control and coordination of marketing projects, and sales and market analyses.

### General Classes or Types of Records

Agency Search Guidelines, Contracts and Evaluations  
Marketing Plans  
Merchandising  
Microcomputer Sales Reports  
Monthly Billing and Budget Controls  
Point of Sale Materials  
Products  
Promotional Contracts  
Research Reports  
Television and Radio Commercials  
Unsolicited Ideas

### Manuals

Product Fact Books

## Office of the President

The Office of the President is responsible for developing, undertaking, conducting and managing lottery schemes in a secure and efficient manner on behalf of the Ontario government. As the Chief Executive Officer, the President is responsible and accountable for achieving annual revenue and profit objectives of the corporation, maximizing lottery sales and profits within the province of Ontario.

### Common Records

Identity/Employee Card

### General Classes or Types of Records

Board of Directors Guidelines and Minutes  
Conferences  
Contracts and Policies  
Premier and Ministry of Tourism and Recreation Liaison  
Relocation Planning  
Special Studies

### Personal Information Banks

#### Show Host Contracts

Location: Office of the President. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Name, address, contract

figures, correspondence, photograph. Uses: Reference and documentation. Users: President, Special Events manager. Individuals in Bank: Lottery show talent and hosts. Retention and Disposal: Not Determined.

## Sales and Distribution Division

This division is responsible for the sales and distribution of lottery tickets and other supplies to authorised retailers.

### General Classes or Types of Records

Analyses  
Distribution of On-Line Gaming Terminals and Supplies  
Game Tickets  
Printing, Delivery and Distribution of Passive and Instant  
Retailer Contracts  
Retailer Liaison and Training  
Retailer Sales Analysis System  
Sales Supervisors/Representatives Sales Reports and  
Wagering and Terminal Requirements

### Manuals

Encashment Policy  
Instant Games Manuals  
On-Line Operations Guide  
Regional Procedures  
Retailers Procedures

### Personal Information Banks

#### Retailer Commissions - Authorization/Confirmation

Location: Sales and Distribution Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Name, address, number, store name, cheque number, commission amount, draw date and number, number of jackpot-and second-prize winners. Uses: Authorize and confirm payment of commissions to retailers on major winning tickets sold. Users: Division and Accounting staff. Individuals in Bank: Authorized lottery retailers. Retention and Disposal: Not determined.

#### Retailer Commissions Paid - Instant, Passive and On-Lines Games

Location: Sales and Distribution Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Name, number, store name, cheque number, commission amount, draw date and number, number of jackpot- and second-prize winners. Uses: Record attendance; provide statistics on attendance. Users: Branch administrative staff. Individuals in Bank: Authorized lottery retailers. Retention and Disposal: Not determined.

# ONTARIO MUNICIPAL EMPLOYEES RETIREMENT SYSTEM

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## Head

Executive Director  
Ontario Municipal Employees Retirement System  
Suite 1000, One University Avenue  
Toronto, Ontario  
M5J 2P1  
(416) 369-2400

## Access

Freedom of Information and Privacy Coordinator  
Ontario Municipal Employees Retirement Board  
One University Avenue, Suite 1000  
Toronto, Ontario  
M5J 2P1  
(416) 369-2400



A public reading room for the review of manuals and other information is open during regular office hours on the ninth floor at One University Avenue, Toronto.

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The Ontario Municipal Employees Retirement System (OMERS) is a pension plan for municipal employees and employers that provides standardized pension benefits to members. Both the administration of the pension plan and the investment of the pension assets are carried out under the direction of the OMERS Board. The board also manages the pension plans of the Colleges of Applied Arts and Technology and Ryerson Polytechnic University.

The business and affairs of The Ontario Municipal Employees Retirement System are directed and controlled by a board appointed by the Lieutenant Governor in Council. OMERS board is made up of six municipal employee members, three municipal management employee members, one retired plan member, two elected or appointed municipal officials and one official of the Province of Ontario. The staff of OMERS is organized into four Divisions: Executive, Finance and Administration Division, Investment Division and Pension Division, all of which are located at One University Avenue, Toronto.

## Administration Division

The Administration Division consists of four branches: Planning, Financial Services, Information Services and Administrative Services. The division is responsible for accounting operations. It provides financial information to OMERS' activities, its investments and funds; ensures

compliance with relevant statutory, legal and contractual obligations; and provides computer facilities including both hardware and software. It coordinates the budget process, purchasing, procedural documentation and records management. The library operates in the division.

## Manuals

Automated Systems Reference Manual  
Detailed Investment Clerk Procedures  
Investment Accounting - Electronic Cash Transfer  
Investment Accounting - Financial Control Systems  
Investment Accounting - Mortgage Administration Procedure Manual  
Investment Accounting Policy Manual  
Investment Accounting Procedure Manual

## Personal Information Banks

### Payroll Files

Location: Administration Division. Legal Authority: Ontario Municipal Employees Retirement System Act, R.S.O. 1990, c.O.29. Information Maintained: Employee name, address, telephone number, yearly earnings and deductions. Uses: Determine correct pay and deductions for employees and issue cheques accordingly. Users: Payroll and senior accounting staff, auditors. Individuals in Bank: Employees of OMERS. Retention and Disposal: Seven years, then destroyed.

## Board and Executive

The board controls and directs the business and affairs of the Ontario Municipal Employees Retirement System and provides direction to the Chair and President and CEO. Human Resources Branch reports to the President and CEO. The function of the executive is to manage the system in conformance with direction from the board and the enabling and regulatory legislation.

## Human Resources Branch

This branch develops and administers salary administration, health and safety in the workplace, pay equity, recruitment, job evaluation, records management and employee benefits.

### **General Classes or Types of Records**

Compensation Survey and Reports  
Employee Benefits Program  
Health and Safety Program  
Job Ratings and Job Descriptions  
Salary Administration Plans  
Salary Schedules

## Manuals

Internal Human Resources Procedures  
Staff Handbook



## Personal Information Banks

### Employment Applications

Location: Human Resources Branch. Legal Authority: Ontario Municipal Employees Retirement System Act, R.S.O. 1990, c.O.29. Information Maintained: Name, address, letters of application, resumes, application forms. Uses: Identify potential candidates for vacancies. Users: Personnel staff, department/branch managers. Individuals in Bank: Applicants for vacant positions. Retention and Disposal: One to two years, then destroyed.

### Personnel Files

Location: Human Resources Branch. Legal Authority: Ontario Municipal Employees Retirement System Act, R.S.O. 1990, c.O.29. Information Maintained: Employee name, address, telephone number, employment history, salary, references and evaluations. Uses: Maintain necessary information for hirings, terminations, promotions; administer personnel functions of OMERS. Users: Personnel managers. Individuals in Bank: Employees of OMERS. Retention and Disposal: Not determined.

## Manuals

Departmental Procedures  
Instruction Manual for Employers

## Personal Information Banks

### Pension Administration System

Location: Pension Division. Legal Authority: Ontario Municipal Employees Retirement System Act, R.S.O. 1990, c.O.29. Information Maintained: Name, date of birth, social insurance number, beneficiary information, address and direct deposit information for pensioners, appeals by pensioners, correspondence with pensioners, disability benefits, membership history, pension history. Uses: Administer the pension plan. Users: Pension Plan administrators, Pension Division staff, and auditors. Individuals in Bank: Employers, employees and pensioners enrolled in the OMERS Pension Plan, the pension plans of the Colleges of Applied Arts and Technology and the pension plan of Ryerson Polytechnic University. Retention and Disposal: Not determined.

## Investment Division

The division invests funds in accordance with the Pension Benefits Act and investment policies established for OMERS.

### General Classes or Types of Records

Asset Mix  
Investment Portfolio Records  
Performance Measurement  
Stewardship R-Term Loans  
Subsidiary Companies

## Manuals

Investment Policy Manual  
Portfolio Procedures

## Pension Division

The Pension Division consists of two branches: the Pension Administration Branch and the Policy and Communications Branch. The division is responsible for the development of policies and the administration of the OMERS pension plan, the pension plan of the Colleges of Applied Arts and Technology (CAAT) and the pension plan of Ryerson Polytechnic University in accordance with provincial and federal legislation. It maintains membership and pension records and provides for the payment of benefits on retirement, termination, disability or death.

### General Classes or Types of Records

Plan Administration - Community Colleges  
Plan Administration - OMERS  
Plan Administration - Ryerson

# ONTARIO NORTHLAND TRANSPORTATION COMMISSION

## Head

Chair  
Ontario Northland Transportation Commission  
555 Oak Street East  
North Bay, Ontario  
P1B 8L3  
(705) 472-4500

## Access

Freedom of Information and Privacy Coordinator  
Ontario Northland Transportation Commission  
555 Oak Street East  
North Bay, Ontario  
P1B 8L3  
(705) 472-4500

A public reading room for the review of manuals and other information is open during regular office hours on the main floor of 195 Regina Street, North Bay.

Ontario Northland Transportation Commission (ONTC), a Crown agency in the province of Ontario, is responsible to government through the Ministry of Northern Development and Mines. Its goal is to provide telecommunication services through transportation and telecommunications--rail, bus, air and ferry marine transportation for both passengers and freight-- and telephone, radio and television telecommunications linking northern communities to one another and to the rest of Ontario and Canada.

Land transportation services consist of rail and bus transport. Rail passenger services include the Polar Bear Express between Cochrane and Moosonee, the Northlander between North Bay and Cochrane with connector bus service to Timmins and Hearst, and a mixed passenger-freight train between Cochrane and Moosonee.

Bus services are regularly scheduled between Toronto, North Bay, Sudbury, Timmins, Hearst and other locations throughout northern Ontario. Bus charter and tour services are also an active part of this operation.

Rail freight services are provided between North Bay and other points in northern Ontario ranging from Hearst, Moosonee, Cochrane, North Bay and points between.

The commission operates the provincially owned airline, norOntair, which serves 17 communities in northern Ontario and acts as a feeder line for Air Ontario and other connector

carriers in northeast and northwest Ontario. norOntair participates in an international reservation network system.

The M.S. Chi-Cheemaun, a passenger, car and truck ferry, is operated by The Owen Sound Transportation Company, Limited, a wholly owned subsidiary of Ontario Northland Transportation Commission, between Tobermory on the Bruce Peninsula and South Baymouth on Manitoulin Island from May through October. The Marine Services Department of the ONTC operates the Chief Commanda II, a cruise boat, on Lake Nipissing from spring until fall, and manages a freight and passenger service between Moosonee and Moose Factory Island during the same period.

The ONTC provides the following telecommunications services in northeastern Ontario, including long-distance telephone service, private-line voice and data, Datapac, teletype, radio and television transmission, mobile radio, data communication equipment sales and lease, and local exchange telephone service. Through the Telecommunications Division, the ONTC is also the IBM-authorized agent for northeastern Ontario.

## Administration

Human Resources Branch and Finance Branch provide certain centralized administrative services to the commission. Human Resources Branch provides contractual services, benefits administration and policy implementation with respect to employees. Finance Branch, through the accounting department, provides payroll services to employees. The operational divisions are responsible for employee planning, development, training and performance. Employee data are retained in the operational divisions.

### Common Records

Workers' Compensation

### Personal Information Banks

#### Employee Accident Information

Location: Administration. Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1980, c.351. Information Maintained: Name or persons involved, accident description, location, causes. Uses: Record and monitor ONTC vehicle and occupational accidents; produce accident statistics. Users: Senior management, authorized staff. Individuals in Bank: Employees involved in vehicle and occupational accidents. Retention and Disposal: Seven years after termination, then destroyed.

#### Employee Accident Information - Personal Injuries

Location: Administration. Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990, c.O.32. Information Maintained: Names of persons involved, accident description, causes, location. Uses: Record and monitor ONTC vehicle and occupational accidents; produce accident statistics. Users: Authorized safety and health staff. Individuals in

Bank: Employees involved in vehicle and occupational accidents.Retention and Disposal: Seven years after termination, then destroyed.

#### Employee Benefits/Pension Information

Location: Administration.Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990, c.O.32.Information Maintained: Name, address, employee benefits including disability, employee pension number, insurance, pension and fringe benefits, sick leave.Uses: Administer employee benefit and pension plans.Users: Human Resources and Accounting staff.Individuals in Bank: ONTC employees.Retention and Disposal: Seven years after termination, then destroyed.

#### Employee Medical Information

Location: Administration.Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990, c.O.32.Information Maintained: Name, social insurance number, accident reports and claims, address, date of birth, health records, medical and health data, medical information, occupation, sex.Uses: Monitor and assess the health of ONTC employees.Users: Occupational Health supervisor, authorized Human Resources staff.Individuals in Bank: ONTC employees.Retention and Disposal: Seven years after termination, then destroyed.

#### Employment Disputes

Location: Administration.Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1980, c.351.Information Maintained: Name, social insurance number, sex, date of birth, occupation, grievance forms, related correspondence, job performance information, investigation hearing notice, statement of settlement or withdrawal, arbitration award.Uses: Resolve and document employment disputes.Users: Senior management, authorized staff.Individuals in Bank: Employees involved in employment disputes.Retention and Disposal: Seven years after termination, then destroyed.

#### External Applications for Employment

Location: Administration.Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990, c.O.32.Information Maintained: None.Uses: Screen and select external applicants for employment.Users: Director of Human Resources, Manager of Personnel, line managers, supervisors in operational divisions.Individuals in Bank: External applicants seeking employment with ONTC.Retention and Disposal: Ninety days from date of application, then destroyed.

#### Salary Administration

Location: Administration.Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990, c.O.32.Information Maintained: Name, date of entry into service, number, payroll number, record of absences.Uses: Administer salaries; timekeeping.Users: Director of Human Resources, Director of Finance, related administrative staff.Individuals in Bank: ONTC employees.Retention and Disposal: Seven years after termination, then destroyed.

#### Staff Assessment

Location: Administration.Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990, c.O.32.Information Maintained: Name, number, location, job classification, education, employment history, performance appraisals, physical, cognitive assessment test results.Uses: Identify candidates for future vacancies, training programs and apprenticeships.Users: Senior management, line managers.Individuals in Bank: ONTC employees.Retention and Disposal: Three years, then destroyed.

#### Training and Development

Location: Administration.Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990, c.O.32.Information Maintained: Name, number, position, title, supervisor's name and position title, training certificates, driver's licence number, educational assistance applications.Uses: Schedule, verify and document employee training and certification.Users: Senior management, line managers.Individuals in Bank: ONTC employees.Retention and Disposal: Three years, then destroyed.

#### Workers' Compensation Information

Location: Administration.Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990, c.O.32.Information Maintained: None.Uses: Administer the Workers' Compensation Plan.Users: Director of Human Resources, supervisors in operational divisions.Individuals in Bank: Employees receiving compensation under the Workers' Compensation Act.Retention and Disposal: Seven years after termination, then destroyed.

### **Commission and Executive**

The commission, appointed by the Lieutenant Governor in Council, controls and directs the operations and affairs of Ontario Northland and provides policy direction to the general manager. The function of the executive, which reports to the General Manager, is to provide senior management in conformance with the directives of the General Manager and the commission.

#### **Manuals**

Policies and Procedures

### **Passenger Services Division**

Air, bus, marine and rail passenger services are provided by the commission throughout northern Ontario. This division coordinates, monitors and ensures modern, efficient passenger services.

#### **General Classes or Types of Records**

Air (Norontair flight schedules)  
Bus - Ontario Northland Bus Schedules  
Bus - Ontario Northland Charters  
Contracts, Agreements and Rights Acquired



Customer Relations and Marketing Training Records  
 Marine - Chi-Cheemaun Ferry Schedules  
 Marine - Chief Commanda II Charters  
 Marine - Chief Commanda II Schedules  
 Marketing Records (files, reports, surveys)  
 Rail - Interlining Rail Schedules (CN)  
 Rail - Ontario Northland Railway Excursion Schedules  
 Rail - Ontario Northland Railway Train Schedules  
 Rate Structures and Tariffs

## Rail Services Division

The Ontario Northland Railway provides rail freight and some highway freight services as well as passenger services from North Bay to Moosonee with branch lines to Timmins and Rouyn/Noranda, Quebec. In addition, spur lines service the mining and logging industries in Northern Ontario.

### General Classes or Types of Records

Accidents (occurrences, prevention and safety)  
 Bridges  
 Buildings - Stations  
 Cars (general, freight, passenger, work)  
 Construction  
 Contracts, Agreements and Rights Acquired  
 Customer Relations Records  
 Intermodal Equipment  
 Locomotives  
 Marketing Records (files, reports, surveys)  
 Materials and Supplies  
 Property (land with and without structures)  
 Rate Structures and Tariffs  
 Right-of-Way (crossings, signals and signs)  
 Rolling Stock and Vehicles  
 Statements, Reports, Statistics  
 Track (rail, spurs and sidings, ties)  
 Traffic (associations, baggage, commodities, freight)  
 Train Operation (general, freight and passenger)

### Manuals

Association of American Railroads Manuals  
 Handbook of Railway Operating, Engineering and Traffic Regulations  
 Marketing and Administrative Manuals  
 Operating Timetables  
 Technical Procedural Manuals

### General Classes or Types of Records

Agreements and Contracts  
 Cable Services  
 Computer Matters (applications systems)  
 Customer Relations Records  
 Facilities (construction, installation, maintenance and operation)  
 Marketing Records (files, reports, surveys)  
 Radio - Microwave Facilities  
 Radio - Mobile and Cellular  
 Satellite Service  
 Tariffs and Rates - General  
 Telephone Directories  
 Telephone Service  
 Television Service

### Manuals

Technical Procedural Manuals  
 Telephone Operating Practices and Procedures

## Telecommunications Services Division

The division provides telecommunication services in northern Ontario including long-distance telephone services, private line voice and data, Datapac, teletype, radio and television transmission, mobile radio, data communication equipment sales and lease and local exchange telephone service. Through the division, the commission is also the IBM authorized agent for northeastern Ontario.

# **ONTARIO STOCK YARDS BOARD**

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## **Head**

Chair  
Ontario Stock Yards Board  
Suite 339, 590 Keele Street  
Toronto, Ontario  
M6N 3E3  
(416) 767-1163

## **Access**

General Manager  
Ontario Stock Yards  
Suite 339, 590 Keele Street  
Toronto, Ontario  
M6N 3E3  
(416) 767-1163

A public reading room for the review of manuals and other information is open during regular office hours at 590 Keele Street, Toronto.

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Operating under the Stock Yards Act, the board provides facilities for weighing livestock and supervising all scales operations. It also licenses sales agencies in the stock yard to act as brokers in the selling of livestock.

## **General Classes or Types of Records**

Business (government, industry, customers)  
Integrated Pest-Management Program in Ontario  
Non-Resident Agricultural Land Interests Registration Act  
(provincial and county registration summaries)  
Property (leases, etc.)  
Soil Conservation Assistance Program  
Statistics

## **Manuals**

Case Committee Guidelines

## **Personal Information Banks**

### Personnel and Payroll

Location: Ontario Stock Yards Board. Legal Authority: The Stock Yards Act, R.S.O. 1990, c.S.25. Information Maintained: Name, social insurance number, address, telephone number, date of birth, employment history, marital status, income, education, performance appraisal, payroll transactions. Uses: General administrative purposes; payroll; determine benefit levels and costs. Users: Office manager and Payroll Department. Individuals in Bank: Hourly and salaried employees. Retention and Disposal: Permanent.

# ONTARIO WASTE MANAGEMENT CORPORATION

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## Head

Chair and President  
Ontario Waste Management Corporation  
11th Floor, 2 Bloor Street West  
Toronto, Ontario  
M4W 3E2  
(416) 923-2918

## Access

Chair and President  
Ontario Waste Management Corporation  
11th Floor, 2 Bloor Street West  
Toronto, Ontario  
M4W 3E2  
(416) 923-2918

Public reading space for the review of manuals and other information are open during regular office hours at 2 Bloor Street West, Toronto, and at the regional office, Village Square Mall, Highway 20 and Industrial Road, Smithville.

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The Ontario Waste Management Corporation (OWMC) was established in 1981 by the Ontario Government to develop and implement a liquid industrial and hazardous wastes management system for the province. OWMC also provides information assistance to industry in the reduction, recycling and reuse of wastes, and plans to implement a program to enhance the collection and transfer of waste in the province.

OWMC participates in general public and school education programs to inform public and industry on hazardous waste management and treatment. The Corporation offers printed materials, industrial seminars, a speakers' bureau, and audio-visual materials, as well as direct assistance programs for industry. For public or general information, contact the Communications and Public Affairs Department. For industrial assistance or technical information, contact the Marketing and Sales Department.

In September 1985, the Corporation selected a site in the Township of West Lincoln, Regional Municipality of Niagara, after evaluating more than 150 possible locations. This decision was the result of a three and a half year site selection process and was followed by a detailed site and site vicinity examination to confirm that the West Lincoln site was a suitable location. OWMC proposes to build and operate a modern industrial waste treatment and disposal facility on the site.

A draft Environmental Assessment (EA) was submitted to the Ministry of the Environment in February 1988 and circulated to

other government ministries, agencies and the public for their review. The final EA was reviewed once again by all government ministries and agencies and a Notice of Completion was issued to OWMC by the Ministry of the Environment in September 1989. A formal hearing before a Joint Board under the Consolidated Hearings Act began in February, 1990 and concluded in September, 1993. The Joint Board will make a recommendation to the Minister of the Environment as to whether the facility should be approved. The final decision will be made by the provincial Cabinet.

## Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts

## General Classes or Types of Records

Communications / Public Consultation Programs  
Environmental Assessment Hearing - Exhibits / Transcripts  
Environmental Assessment Submission  
Facilities Development Files  
Government Consultation  
Hazardous Waste Management - Current practices / New technologies  
Site Selection / Site Assessment Records

## Manuals

Ontario Waste Management Corporation - Manual of Administration

## Personal Information Banks

### Personnel Records

Location: Ontario Waste Management Corporation. Legal Authority: Ontario Waste Management Corporation Act, R.S.O. 1990, c.O.39. Information Maintained: None. Uses: Personnel administration. Users: Corporation management and personnel. Individuals in Bank: Regular and contract employees of the corporation. Retention and Disposal: Variable, then destroyed.

### Public Consultation Mailing Lists

Location: Ontario Waste Management Corporation. Legal Authority: Ontario Waste Management Corporation Act, R.S.O. 1990, c.O.39. Information Maintained: Name, address, history of information received. Uses: Disseminate information on corporate activities. Users: Communications staff. Individuals in Bank: Individuals requesting written information or those



identified as potentially interested in the corporation's activities. Retention and Disposal: Twenty-five years, then transferred to archives.

# OTTAWA CONGRESS CENTRE

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## Head

General Manager  
Ottawa Congress Centre  
55 Colonel By Drive  
Ottawa, Ontario  
K1N 9J2  
(613) 563-1984

Legal and Auditing Correspondence  
Preventive Maintenance  
Service Contracts  
Suppliers

## Manuals

Association Memberships  
Client  
Events  
Marketing Plans and Strategy

## Access

General Manager  
Ottawa Congress Centre  
55 Colonel By Drive  
Ottawa, Ontario  
K1N 9J2  
(613) 563-1984



A public reading room for the review of manuals and other information is open during regular office hours at 55 Colonel By Drive, Ottawa.

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The Ottawa Congress Centre, a Schedule II Agency of the Ministry of Culture, Tourism and Recreation, forms part of the Rideau Centre shopping complex located in Ottawa's most popular tourist area.

The centre's main Congress Hall, a free-span space with a 24-foot ceiling, accommodates up to 5,000 delegates in plenary session and 3,500 dining. The lower Capital Hall level can be arranged into several break-off rooms for groups of 50 or more. In all meeting rooms three different types of simultaneous translation systems provide service for bilingual, multilingual and top security conferences. Meeting rooms are also equipped for video projection and multi-image slide presentations. Permanent projection booths may be used for front projections directly on to permanently mounted screens.

In addition to conventions and meetings, the Ottawa Congress Centre accommodates major trade shows, consumer shows, banquets and entertainment events. The centre has a full range of catering facilities and services.

## Common Records

Employment Application Inventory  
General Employment History and Payroll Information

## General Classes or Types of Records

Building Projects  
Contractors  
Correspondence with Board of Directors  
Correspondence with Government  
Energy Consumption  
Equipment

# ROYAL ONTARIO MUSEUM

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## Head

Chairman of the Board  
Royal Ontario Museum  
100 Queen's Park  
Toronto, Ontario  
M5S 2C6  
(416) 586-5722

## Access

Freedom of Information and Privacy Coordinator  
Royal Ontario Museum  
100 Queen's Park  
Toronto, Ontario  
M5S 2C6  
(416) 586-5639



A public reading room for the review of manuals and other information is open from 10:00 a.m. to 4:30 p.m., Tuesday to Friday, at 100 Queen's Park, Toronto.

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The Royal Ontario Museum (ROM) is the largest museum in Canada, with a collection of over six million artifacts and specimens representing the arts, archaeology and natural science. Its Chinese collection is one of the finest in the world. The facility also includes the McLaughlin Planetarium, the Sigmund Samuel Building, featuring Canadian decorative arts; and The George R. Gardiner Museum of Ceramic Art. The ROM offers a variety of activities such as special exhibitions, guided tours, performances, lectures and films, as well as educational programs for all ages. Its extensive outreach services feature travelling exhibits, school programs and resource packages, and a speakers' bureau. Other services include specialized libraries, gift shops and a cafe. The museum is open to the public, Tuesday through Sunday 10:00 a.m.- 6:00 p.m. (open until 8:00 p.m. Tuesdays and Thursdays), and also during Christmas and March Break school holidays. It is closed Mondays, except during summer from Victoria Day in May to Labor Day in September. There is free general admission on Tuesdays 4:30-8:00 p.m. and free admission for seniors all day on Tuesdays. The museum is accessible to wheelchairs.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Identity/Employee Card  
Travel/Expense Accounts

## Administration and Finance Division

The Administration and Finance Division is responsible for the maintenance and security of the building, the provision of office and computer services, the provision of financial services

including purchasing and the operation of the museum's publications department.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Identity/Employee Card  
Travel/Expense Accounts

## Personal Information Banks

### Identity/Employee Card

Location: Administration and Finance Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, department, position, hours of authorized access, expiry date, photograph. Uses: Regulate access to museum premises. Users: Security staff. Individuals in Bank: Staff and volunteers issued with a pass. Retention and Disposal: Not determined.

### Key Holders Distribution List

Location: Administration and Finance Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, department, internal telephone number, issue date, keys issued, signature of key holder. Uses: Record distribution of keys for security purposes. Users: Security administrative staff. Individuals in Bank: Employees issued with keys. Retention and Disposal: Not determined.

### Payroll Information

Location: Administration and Finance Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, address, date of birth, employee benefits and deductions, employee number, payroll transactions. Uses: Issue paycheques; prepare T-4s; generate management reports; record payroll/benefits transactions. Users: Finance department staff, Human Resources staff and senior management. Individuals in Bank: Museum employees. Retention and Disposal: Seven years after termination, then destroyed.

### Travel/Expense Accounts

Location: Administration and Finance Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, social insurance number, record of total expense account for fiscal year. Uses: Record advance account and expenditure totals. Users: Finance Department staff. Individuals in Bank: Museum employees. Retention and Disposal: Seven years after fiscal year end, then destroyed.

## Board of Trustees and Executive

The Board of Trustees controls and directs the business affairs of the museum and provides direction to the Director. The board consists of 21 trustees, 15 of whom are appointed by the Lieutenant Governor in Council, three of whom are elected by the museum membership and three of whom are ex-officio



members: the President and the Chairman of the Governing Council of the University of Toronto, and the Director of the museum. The Director is responsible for the overall management of the museum in conformance with direction from the Board of Trustees.

### General Classes or Types of Records

Bylaws  
Committees  
Minutes

### Manuals

Policies and Procedures  
Trustees' Orientation Manual

### Personal Information Banks

#### Drivers List

Location: Board of Trustees and Executive. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, address, driver's licence number. Uses: Record authorized users of museum vehicles for insurance purposes. Users: Senior administrative staff. Individuals in Bank: Employees whose duties may require them to operate museum vehicles. Retention and Disposal: Not determined.

#### Museum Trustees

Location: Board of Trustees and Executive. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, address, education, employment, professional associations. Uses: Maintain a record of trustees of the museum. Users: Trustees and senior management. Individuals in Bank: Trustees, honorary trustees and subcommittee members. Retention and Disposal: Permanent.

## Curatorial Division

The Curatorial Division is responsible for the acquisition of museum collections, the conservation and management of the collections and for research on and study of those collections. The division is organized into three functional groups: Science Departments, Art and Archaeology Departments and Service Departments.

### General Classes or Types of Records

Appraisals  
Archives  
Collection Management Records  
Conservation  
Risk Management Records  
Scholarly Research

### Personal Information Banks

#### Collections Donor List

Location: Curatorial Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, address, appraisal of value (if tax receipt requested),

description of donation. Uses: Maintain record of donations to the museum; generate tax receipts; generate statistical reports. Users: Registration Department staff. Individuals in Bank: Persons who have donated or loaned artifacts or specimens to the museum. Retention and Disposal: Permanent.

#### Curatorial Staff Members' Professional Activities

Location: Curatorial Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, citizenship, date and place of birth, dates of promotion, education, history of professional activities, marital status and spouse's name, number of children, present appointment status, rank upon appointment, salary. Uses: Maintain a record of curatorial staff to review for promotion; record biographical information; generate management reports. Users: Senior management, Board Curatorial Promotions Committee members. Individuals in Bank: Employees in the Curatorial Division. Retention and Disposal: Until superseded, then destroyed.

## Development and Membership Division

The Development and Membership Division is responsible for fundraising and the provision of membership services, including regular mailings of newsletters and notices.

### General Classes or Types of Records

Communications Records  
Fundraising Projects  
Members' Newsletter  
Shops' Operations

### Personal Information Banks

#### Donor List

Location: Development and Membership Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, address, amount of donation to the Royal Ontario Museum. Uses: Maintain record of donors to the museum; generate tax receipts; generate mailing lists. Users: Development and Membership staff, Finance Department staff. Individuals in Bank: Donors of funds to the Royal Ontario Museum. Retention and Disposal: Not determined.

#### Membership List

Location: Development and Membership Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, address, category of membership. Uses: Maintain record of museum members; generate mailing lists. Users: Development and Membership staff. Individuals in Bank: Royal Ontario Museum members. Retention and Disposal: Duration of membership, then destroyed.

## Human Resources Division

The Human Resources Division is responsible for providing direction for and the administration of all Personnel/Human Resources matters.

### Common Records

Grievances and Applications  
Job Competitions and Applications  
Medical Information (Personnel)

### Personal Information Banks

#### Central Attendance Recording System

Location: Human Resources Division.Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35.Information Maintained: Name, record of work attendance.Uses: Provide statistical reports on attendance; record absences.Users: Managers, personnel department employees.Individuals in Bank: Employees.Retention and Disposal: Variable up to two years, then destroyed or incorporated into employee personnel file.

#### Employment History and Payroll Information

Location: Human Resources Division.Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35.Information Maintained: Name, address, attendance records, employee benefit information, payroll transactions, work history.Uses: Record employee's work history and payroll/benefit information.Users: Personnel staff, department heads, auditors.Individuals in Bank: Employees.Retention and Disposal: Not determined.

#### Grievances

Location: Human Resources Division.Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35.Information Maintained: Name, grievance, arbitration award.Uses: Comply with collective agreement process; document grievance process; generate management reports.Users: Personnel staff, senior managers.Individuals in Bank: Members of ROM bargaining unit.Retention and Disposal: Variable after conclusion of the grievance, then destroyed.

#### Job Competitions

Location: Human Resources Division.Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35.Information Maintained: Name, address, application forms, resumes, job advertisement, screening information, appointment of successful candidate.Uses: Document the hiring process; provide statistical data.Users: Personnel Department staff, department managers, auditors.Individuals in Bank: Applicants for ROM positions.Retention and Disposal: Maximum three months after competition, then destroyed.

#### Medical Information (Personnel)

Location: Human Resources Division.Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35; Occupational Health and Safety Act (OHSA), R.S.O. 1990, c.O.1.Information

Maintained: Name, health records, reports, claims.Uses: Satisfy requirements of OHSA; verify health status; authorize leaves.Users: Personnel staff, managers, auditors, benefit carriers as required.Individuals in Bank: Employees.Retention and Disposal: Not determined.

#### Payroll, Personnel and Employee Benefits System

Location: Human Resources Division.Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35.Information Maintained: Name, social insurance number, address, benefit coverage, date of birth, other basic employee information, pay level.Uses: Issue paycheques; prepare statistical reports; calculate pension contributions.Users: Managers; Personnel and Finance Department staffs; some information for relevant unions, insurance companies and banks involved in payroll and benefits system.Individuals in Bank: Employees.Retention and Disposal: Not determined.

## Project Management Division

The Project Management Division is responsible for planning, building and evaluating galleries and exhibitions.

### General Classes or Types of Records

Display Maintenance  
Exhibit Designs and Specifications  
Exhibitions Planning  
Signage

## Public Communication Division

The Public Communication Division is responsible for the provision of educational programs and outreach services. The division also operates the McLaughlin Planetarium.

### General Classes or Types of Records

French Language Services  
Museum Advisory Services  
Planetarium Operations

# SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Sault College of Applied Arts and Technology  
P.O. Box 60  
443 Northern Avenue  
Sault Ste. Marie, Ontario  
P6A 5L3  
(705) 759-6774

## Access

Freedom of Information and Privacy Coordinator  
Sault College of Applied Arts and Technology  
P.O. Box 60  
443 Northern Avenue  
Sault Ste. Marie, Ontario  
P6A 5L3  
(705) 759-6774



A public reading room for the review of manuals and other information is open during regular office hours in the library, 443 Northern Avenue, Sault Ste. Marie.

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The mission of Sault College is to meet the educational needs of adults in the District of Algoma through career-oriented programs and courses at the certificate and diploma levels that provide the knowledge and skill for immediate employment in the career area of study.

Sault College is governed by a Board of Governors and is organized into five divisions: Academic, Administrative Services, Human Resources and Student Services, Information Technology, and Contract Training and Community Ventures. Head office is located in Sault Ste. Marie with satellite campuses in Elliot Lake and Wawa.

## Common Records

Board of Governors Membership  
Career Planning/Training  
Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Employee Personnel, Payroll and Benefits Records  
FUTURES Program Applicants and Participants  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Graduate and Alumni Records  
Grievances and Applications  
Job Competitions and Applications  
Library Users Lists  
Litigation Files  
Medical Information (Personnel)

Ontario Basic Skills Program Trainees  
Ontario Student Assistance Program  
Ontario Training Incentive Program Trainees  
Parking Records  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Travel/Expense Accounts  
Vocational Testing and Counselling

## Manuals

Budget Process Manual  
College Calendar  
Freedom of Information Manual  
Health and Safety Manual  
Policy and Procedures Manual  
Student Handbook

## Academic Division

The division is headed by the Vice President, Academic and is responsible for developing and delivering educational programs in the following areas: engineering, business, hospitality, health sciences, technical trades, arts, sciences and natural resources, and human sciences. The division also provides day care, library, academic services, educational productions and information services, and administers provincial/federal programs. The division is organized into 10 departments.

## General Classes or Types of Records

Academic Program Submissions  
Development and Delivery Files - Academic Programs  
Program Accreditation and Evaluation Records  
Program Advisory Committee Records  
Program Approval Files  
Program Course Files  
Records Relating to Ancillary Services  
Records Relating to Government Sponsored Programs  
Records Relating to Outreach Programs

## Manuals

College Calendar

## Administrative Services Division

Headed by the Vice President of Administrative Services, this division provides administrative support functions for the college. Reporting to the Vice President are the following departments: Physical Resources, Accounting and Payroll, Purchasing, Information Technology, and Budget and Operations Review.



## General Classes or Types of Records

Administrative Support Records  
Capital Project Files  
Corporate Planning, Management and Development Records  
Financial Records  
Planning and Management Records  
Records Relating to Ancillary Services

## Manuals

College Policies and Procedures Manual

## Board of Governors

The Board of Governors, appointed by the Council of Regents, establishes college goals and policies, oversees college operations and evaluates program results. Standing committees of the board are Building and Finance, Audit, Academic and Staff Relations.

## Contract Training and Community Ventures Division

Headed by the Vice President, this division provides a link between the college and its major training partners, including Canada Employment Centre, Apprenticeship Branch of the Ministry of Education and Training, Skills Development Department, Community Industrial Training Committee, local employers and various government offices, to provide training and employer services to Algoma District residents and employers.

The mandate of the division includes community development and liaison with Economic Development Groups, Continuing Education and other post-secondary institutions from a local to an international scope.

As part of its labour market liaison role, this division gathers and shares labour market information with external agencies as well as internal college divisions.

## General Classes or Types of Records

Government Relations  
Government-Sponsored Programs  
Third Party Training Contracts

## Human Resources and Student Services Division

Headed by the Vice President, this division provides a variety of administrative support functions in two broad areas: student services and human resources. Student services include admissions and records, alumni records, marketing and recruitment, placement, counselling and career services, athletics, student residence, health services, student government, food services and secondary school liaison. Human resource

services include employee relations and professional development. The division is organized into 10 departments.

## Common Records

Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Graduate and Alumni Records  
Health and Medical Records  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Ontario Student Assistance Program  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Vocational Testing and Counselling

## General Classes or Types of Records

Human Resources Management Records  
Student Services Records

## Manuals

Career Paths  
College Calendar  
College Policies and Procedures Manual  
Health and Safety Procedures Manual  
Student Handbook

## Personal Information Banks

### Student Emergency Loans

Location: Human Resources and Student Services Division.  
Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M. 19.  
Information Maintained: Name, student number, social insurance number, address, telephone number, program, age, marital status, health card number, driver's licence number, bank account number, credit card number, income and assets of applicant, parents, sponsors, spouse, student's expenses.  
Uses: Determine eligibility for a short-term emergency loan.  
Users: Financial Aid and Accounting staff.  
Individuals in Bank: Students seeking financial assistance.  
Retention and Disposal: Ten years, then destroyed.

### Students Assist Students Program

Location: Human Resources and Student Services Division.  
Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M. 19.  
Information Maintained: Name, address, telephone number of assistants and students, nature of assistance required, program courses and schedule.  
Uses: Arrange assistance for student requests.  
Users: Special Needs staff.  
Individuals in Bank: Students with special needs, assistants.  
Retention and Disposal: Not determined.

**Students With Special Needs**

**Location:** Human Resources and Student Services

**Division:** Legal Authority: Ministry of Colleges and Universities

**Act, R.S.O. 1990, c.M. 19.** **Information Maintained:** Name,

address, telephone number, assessment of accommodation

needs, correspondence, diagnostic information, intake

data. **Uses:** Assess accommodation needs; make referrals;

prepare statistical reports. **Users:** Special Needs staff. **Individuals**

**in Bank:** Students with special needs -- physical learning,

sensory, development, psychiatric or multiple

impairments. **Retention and Disposal:** Three years after leaving

the college, then destroyed.

**Information Technology Division**

Headed by the co-leaders, this division provides information

technology services, software, hardware, and professional

development to the college community.

**Manuals**

Various Technical Manuals

**Office of the President**

Appointed by and responsible to the Board of Governors, the

President manages the business affairs of the college. Internal

Audit and Freedom of Information Services report to the

President.

**Common Records**

Freedom of Information and Protection of Privacy Act Requests

Litigation Files

**General Classes or Types of Records**

Communications Records

Internal Audit Records

Planning and Management Records

**Manuals**

Freedom of Information Manual

# SENECA COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Seneca College of Applied Arts and Technology  
1750 Finch Avenue East  
North York, Ontario  
M2J 2X5  
(416) 491-5050

## Access

Freedom of Information and Privacy Co-Ordinator  
Seneca College, Newnham Campus  
1750 Finch Avenue East,  
North York, Ontario  
M2J 2X5  
(416) 491-5050

Public reading rooms for the review of manuals and other information are open during regular office hours at the Newnham Campus (North York) and the King Campus (King City) Learning Resource Centres.

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Seneca College is responsible for providing courses of types and levels beyond or not suited to the secondary school setting, meeting the needs of graduates from secondary schools seeking an alternative to university, meeting the educational needs of adults and out-of-school youth whether or not they are secondary school graduates, enhancing effectiveness in the workplace and quality of life for students, and meeting the relevant needs of the college's communities.

The college is governed by a Board of Governors and organized into six areas encompassing 20 campuses and office locations. The areas consist of the Office of the President, Vice President of Academic and Post-Secondary Education, Vice President Corporate Training and Community Education, Vice President of Human Resources and Strategic Planning, Vice President of Student Services, and Vice President of Finance and Administration.

## Common Records

Board of Governors Membership  
Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Dental Clinic Patients  
Employee Personnel, Payroll and Benefits Records  
FUTURES Program Applicants and Participants  
Graduate and Alumni Records  
Health and Medical Records  
Innovation Centre Clients, Registrants and Users  
Job Competitions and Applications

Ontario Basic Skills Program Trainees  
Ontario Student Assistance Program  
Ontario Training Incentive Program Trainees  
Parking Records  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Vocational Testing and Counselling

## Board of Governors

The Board of Governors is comprised of Council of Regents appointees, municipal appointees, local union appointees and elected representatives of students and employees of the college. There are three subcommittees: Plant and Property, Human Resources, and Student and Academic Affairs.

## General Classes or Types of Records

Bylaws  
College Goals and Policies  
Minutes of Board and Subcommittees

## Office of the President

The Office of the President provides management and direction for both the academic and administrative affairs of the college, provides administrative support to the Board of Governors and the President, enhances government relations, organizes corporate fundraising and directs college marketing and public relations.

## Common Records

Board of Governors Membership

## General Classes or Types of Records

Fundraising Activities  
Relations with Provincial and Federal Governments

## Manuals

College Policy, Procedure and Guidelines

## Vice President, Academic Post-Secondary Education

The area provides the overall planning, organization, direction, standards, content and delivery of all college academic activities. It is broken down into the following four major Faculties of study, with several Schools in each respective Faculty and a separate area for York Region. The Faculty of Business, includes the School of International Business, the School of Accounting and Finance, the School of Business



Administration and School of Computer Studies. The Faculty of Applied Arts and Health Sciences, includes the School of Legal and Public Management, the School of Community Services, the School of Fashion, the School of Health Sciences and the School of Communication Arts. The Faculty of Applied Science and Engineering Technology, includes the School of Civil Resources Technology, the School of Mechanical Technology, the School of Electronics and Computer Technology, the School of Aviation and Flight Technology and the School of Biological Sciences and Applied Chemistry. The Faculty of General Education, includes the School of Liberal Studies, the School of English Studies and College Theatres/Planetarium. York Region includes the School of Tourism, Hospitality and Recreation, the Management Development Centre and the Centre for Educational Effectiveness.

### **Common Records**

Dental Clinic Patients  
Student Appeals (disciplinary, administrative, academic)  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

### **General Classes or Types of Records**

Academic Programs and Ancillary Operations

### **Manuals**

Academic Policies, Procedures and Guidelines

### **Personal Information Banks**

#### Student Feedback Questionnaires

Location: Vice President, Academic Post-Secondary Education. Legal Authority: Ministry of Colleges and Universities Act, R.S.O 1990, Reg. 770. Information Maintained: Student opinions or views of teaching performance. Uses: Assists in determining performance and development of faculty. Users: Academic Chairs and reporting faculty. Individuals in Bank: Full-time professors. Retention and Disposal: Three years.

### **Vice President, Corporate Training and Community Education**

The area provides the overall planning, organization, direction, standards, content and delivery for those activities offered to adult, business and labour communities whose students study principally on a part-time basis. There are seven areas reporting to this position: they are Access Services, Government Liaison, English Language Institute, International Development, Development Trade and Apprenticeship Studies, Faculty of Continuing Education, and Business and Industrial Training, which plans and administers Ontario Skills Development and Real Estate/Insurance Programs.

### **Common Records**

FUTURES Program Applicants and Participants

Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Tests, Examinations and Assessments

### **General Classes or Types of Records**

Records dealing with academic programs and non-academic services to part-time students, business and industry as described in Chapter II of this directory.

### **Manuals**

Academic Policies, Procedures and Guidelines  
Administrative Policies, Procedures and Guidelines

### **Vice President, Finance and Administration**

The area provides overall administrative services for the college. It includes three main areas with the following departments reporting to each: College Services includes Transportation, Printing, Mail and Stationary, Security, and Plant and Property. Computer Services includes Computer Operations, Information Systems and Telecommunications. Financial Services includes Accounts Payable, Payroll, Cash Office, Budget, General Accounting, Internal Auditing and Purchasing.

### **Common Records**

Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Parking Records

### **General Classes or Types of Records**

Records Described in Chapter II of this Directory

### **Vice President, Human Resources and Strategic Planning**

This area provides the overall service and administration of collective agreements; planning and development for all college human resources; and for the development, implementation and administration of the college strategic plan. The area consists of Education and Employment Equity, Employee Relations and Human Resource Planning, and Professional Development.

### **Common Records**

Employee Personnel, Payroll and Benefits Records  
Job Competitions and Applications  
Professional Development  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### **General Classes or Types of Records**

Personnel Policy and Procedures  
Professional Development Program Offerings  
Strategic Plan

### **Vice President, Student Services**

This area provides the overall planning and administration of student services. The area consists of the College Registrar; Coaching Techniques and Community Recreation Programs; Athletics, Recreation and Student Life; College Resource Centres; Liaison and Program Marketing; Student Advisement and Counselling; Student Employment Services and College Bookstores.

#### **Common Records**

Health and Medical Records

Scholarships and Awards

Student Applications

Student Athletics and Fitness Programs

Student Registration and Academic History

#### **General Classes or Types of Records**

Common Records Described in Chapter II of this Directory

# SHERIDAN COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Sheridan College of Applied Arts and Technology  
1430 Trafalgar Road  
Oakville, Ontario  
L6H 2L1  
(416) 845-9430

## Access

Freedom of Information and Privacy Coordinator  
Sheridan College of Applied Arts and Technology  
1430 Trafalgar Road  
Oakville, Ontario  
L6H 2L1  
(416) 845-9430,



A public reading room for the review of manuals and other information is open during regular library hours at the Main Library, Oakville Campus, 1430 Trafalgar Road, Oakville, and at the Library, Brampton Campus, McLaughlin Road, Brampton.

Sheridan College will meet the growing and diverse educational needs of our communities through the provision of flexible and innovative learning opportunities, enabling students and employees to build productive careers and to excel in a changing society.

In achieving this mission Sheridan College commits itself to the service values explicit in our Assurance of Commitment and Performance.

Sheridan College is governed by a 17-member Board of Governors, which includes four members from the college's constituent groups (faculty, staff, student, administration), and the college President as an ex-officio member. Reporting to the President are four major divisions (Academic, Finance and Administrative Services, Community and Government Services, Student Services) and two support areas (Corporate Communications and Development, Human Resources). The college operates eight campuses in Brampton, Burlington, Milton, Mississauga and Oakville, with college administrative headquarters in Oakville.

## Academic Division

The Vice President, Academic is responsible for programs offered through Co-operative Education and Employment Preparation; and for full-time post-secondary programs in the

following faculties: Science and Technology, Community & Health Services, The Arts, Business & Commerce, Academic Services. Each faculty is administered by a Dean. The division operates day care centres, the Sports Injury Clinic, a student newspaper, a performance theatre, and the Esthetician Clinic.

## General Classes or Types of Records

Teacher Training Program Files

## Personal Information Banks

### Co-op, Work Term, Final Job Placement

Location: Academic Division. Legal Authority: N/A. Information Maintained: None. Uses: N/A. Users: N/A. Individuals in Bank: N/A. Retention and Disposal: N/A.

### Esthetician Clinic Clients

Location: Academic Division. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; R.R.O. 1980, Reg. 640. Information Maintained: Name, Address, general health information, name of family physician, telephone number. Uses: Background for treatment of Esthetician Clinic clients. Users: Program staff and students. Individuals in Bank: Clinic clients. Retention and Disposal: Three years, then shred.

### Sports Injury Clinic

Location: Academic Division. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; Health Disciplines Act, R.S.O. 1990, c.M.4. Information Maintained: Name, Address, Assessment of injury, O.H.I.P. number, Record of injury/surgery, Referring physician, Sport, Telephone number, Treatment program. Uses: Treat clinic patients; maintain a record of treatment performed. Users: Clinic staff. Individuals in Bank: Patients. Retention and Disposal: Twenty years, then shred.

### Theatre Sheridan Patrons

Location: Academic Division. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; R.S.O. 1980, Reg. 640. Information Maintained: Name, Address, Telephone number. Uses: Inform patrons of theatre productions and mail season tickets. Users: Staff. Individuals in Bank: Theatre Sheridan patrons. Retention and Disposal: Six years, then shred.

## Board of Governors

The board of governors, appointed by the Council of Regents and the local municipality, establishes college goals and policies, and oversees college operations. The board has established three standing committees: Administration and Finance, Academic/Operations and Student/Staff Affairs.

## General Classes or Types of Records

Bylaws  
Minutes of Board and Standing Committees  
Policies



### **Community and Government Services**

The Vice President, Community and Government Services is responsible for part-time programs offered through Continuing Education and administers contract training programs as well as a variety of skills development programs including Canadian Job Strategy, Ontario Skills Development, Ontario Basic Skills, FUTURES, academic upgrading and English as a Second Language. This division maintains relations and contacts with Ontario and other governments and is responsible for Outreach (international) projects.

### **Finance and Administrative Services**

The Vice President, Finance and Administrative Services is responsible for physical plant, accounting services, audit, payrolls, telecommunications, computing and technical services and ancillary operations including college bookstores, cafeterias and a student residence. The Vice President also acts as Secretary to the board of governors.

#### **Manuals**

Sheridan College Policy Manual for Administration

### **President's Office**

Appointed by and responsible to the Board of Governors, the President is chief executive officer with full authority to manage and direct the business and academic affairs of the college.

#### **General Classes or Types of Records**

Labour Market Studies

Learning Materials Royalties and Licences

#### **Manuals**

Developing Printed Materials: An Author's Guide

Guide to Proposal Preparation

Professional Development Leave for Administrators: Policies and Procedures

### **Student Services Division**

The Director, Student Services is responsible for athletics, counselling, financial aid for students, health services, housing, learning resources, registration and student government.

#### **Manuals**

Student Handbook

# SIR SANDFORD FLEMING COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Sir Sandford Fleming College of Applied Arts and Technology  
Brealey Drive  
Peterborough, Ontario  
K9J 7B1  
(705) 749-5530

## Access

Freedom of Information and Privacy Coordinator  
Sir Sandford Fleming College  
Brealey Drive  
Peterborough, Ontario  
K9J 7B1  
(705) 749-5512



A public reading room for the review of manuals and other information is open during regular office hours at Brealey Drive, Peterborough.

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The college's responsibility is to provide a comprehensive learning environment designed to meet and accommodate the diverse needs of students from across Canada, with the primary area of service being Northumberland, Haliburton, Peterborough and Victoria Counties. The college provides education and training, emphasizing vocational and avocational subjects for secondary school graduates and mature students.

The college is governed by a 17-member Board of Governors, which includes the college's President as an ex-officio member and Secretary-Treasurer. The college is organized under the President supported by four senior officers: Vice President, Academic; Executive Director, Student and Staff Development; Executive Director, Finance and Educational Resources; Executive Director, Marketing and Institutional Development. The college has four major campuses, located in Peterborough, Cobourg, Lindsay and Haliburton and six additional buildings -- three in Peterborough and three in Lindsay.

## Academic

The Vice President, Academic, who is also the Senior Academic Officer and Senior Adult Training Officer, is responsible for all academic affairs, including planning, development, delivery and evaluation of full- and part-time programs in the Schools of Applied Arts and Health, Business, Access and Part-Time Studies, Natural Resources, and Technology and Law. Each School is administered by a Dean. The Schools are located at

the two main campus locations - the Sutherland Campus, Peterborough; and the Frost Campus, Lindsay.

## Common Records

Co-op, Work Term, Final Job Placements  
Day Care Registrants  
FUTURES Program Applicants and Participants  
Innovation Centre Clients, Registrants and Users  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Professional Development  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Vocational Testing and Counselling

## Board of Governors

The Board of Governors is appointed by the Council of Regents and establishes college policies and provides corporate direction. The board is organized into five standing committees: Executive, Finance and Property, Academic and Student Affairs, Audit and Operational Review.

## General Classes or Types of Records

Bylaws  
Minutes of Board and Standing Committees  
Policies

## Finance and Educational Resources

This area provides financial services, including budget administration, accounting, auditing and planning support. The division is also responsible for the college's Administrative Computer Services, the Management Information System, Physical Resources, Educational Resources, Purchasing and other ancillary services such as Bookstore, Printing, Telecommunication System, Shipping and Receiving.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Graduate and Alumni Records  
Library Users Lists  
Parking Records  
Student Registration and Academic History

## Marketing and Institutional Development

This area has responsibility for internal and external communications, publications, media relations, advertising, graphics, program review/development, research, analysis, alumni, government outreach, fundraising and international brokering.

**Common Records**

Graduate and Alumni Records

**President's Office**

Appointed by and responsible to the Board of Governors, the President is the Chief Executive Officer responsible for managing the business affairs of the college. The President's Office provides administrative support to the Board of Governors and the President, and directs strategic planning activities and operational reviews.

**Common Records**

Board of Governors Membership

**General Classes or Types of Records**

Minutes of President's Executive Committee

**Manuals**

College Policy Manual

**Student and Staff Development**

This area has responsibility for providing a full range of services to students, including admissions, registrations, placement, counselling, financial aid, awards, bursaries and student life. In addition, the division provides services to staff in the areas of employment equity, personnel services, professional development and freedom of information.

**Common Records**

Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
Graduate and Alumni Records  
Health and Medical Records  
Job Competitions and Applications  
Ombudsman/Human Rights Commission  
Ontario Student Assistance Program  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Vocational Testing and Counselling  
Workers' Compensation



# MINISTRY OF THE SOLICITOR GENERAL AND CORRECTIONAL SERVICES

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## Head

Solicitor General and Minister of Correctional Services  
175 Bloor St. E., 4th Floor  
Toronto, Ontario  
M4W 3R8  
(416) 326-5075

## Access

Freedom of Information and Privacy Coordinator  
Ministry of the Solicitor General and Correctional Services  
3rd Floor, 90 Harbour Street  
Toronto, Ontario  
M7A 2S1  
(416) 314-3188

A public reading room for the review of manuals and other information is open during regular office hours on the third floor at 90 Harbour Street, Toronto.

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The Ministry of the Solicitor General and the Ministry of Correctional Services were integrated to form the new Ministry of the Solicitor General and Correctional Services on February 3, 1993.

The ministry has responsibility for police services, public safety and security, the operation of correctional facilities and the provision of probation and parole services in Ontario.

The ministry fulfils these functions through the work of the Ontario Provincial Police, the Ontario Civilian Commission on Police Services, the Ontario Police Arbitration Commission, the Centre of Forensic Sciences, the Chief Coroner's Office, the Forensic Pathology branch, the Office of the Fire Marshal and Emergency Planning Ontario.

It operates provincial correctional facilities for adult male and female offenders through its Correctional Services Division. The division is also responsible for persons aged 16 to 17 held under the Young Offenders Act, persons on remand awaiting trial, sentencing or transfer to federal institutions or being held for immigration hearings or deportation. It provides probation and parole services through its Operations Division.

## Deputy Minister's Office

### Communications Branch

The Communications Branch functions as an advisor to senior management in all areas of corporate communications policy and planning. In addition to specialized issues identification and analysis functions, the branch provides a wide range of communications services for all divisions of the ministry. The branch supports ministry programs and policies by providing information to the public and the media in English and French through ministry statements, media releases, speeches, public service announcements and audio-visual education materials. The branch also distributes pamphlets and public information on such topics as neighbourhood watch, victim and witness assistance, crime and fire prevention.

Interviews and media conferences are arranged through the branch for the Solicitor General and Minister of Correctional Services, and senior ministry officials. Media relations services are provided for all ministry divisions as well as distribution of ministry announcement information.

For general information on ministry programs, telephone 326-5000.

### General Classes or Types of Records

Briefing Notes  
Communications Plans  
Correspondence  
Information Concerning Internal and External Communications  
Ministry Events  
News Releases  
Speeches

### Legal Services Branch

The Legal Services Branch counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations, contracts and other legal documents. It supplies general legal services, such as preparing litigation, settling claims, providing legal opinions, appearing at court hearings, administrative tribunals and inquests. It also acts as legal counsel for the Ontario Board of Parole and the Animal Care Review Board. The branch is staffed by employees of the Attorney General's Office. A Legal Services office is also located at 50 Andrew Street South, 2nd Floor, Tudhope Building, Orillia L3V 7T5 (705-329-6180).

### General Classes or Types of Records

Contracts and Agreements  
Correspondence  
Litigation Documents  
Opinions

## Race Relations and Policing Unit

The Race Relations and Policing Unit is responsible for overseeing and supporting employment equity for Ontario's police services, coordinating the design and delivery of race relations training for Ontario's police services, and the promotion of police/community partnerships and improved relations between police and racial minority and/or aboriginal communities. A Race Relations Policy for Ontario's police services has been developed by the unit. The unit is also responsible for training and support for the policy, and provides leadership and support to the ministry in the development and implementation of race relations initiatives.

### General Classes or Types of Records

Correspondence  
Grants Applications and Administrative Records  
Ministry Events  
Police Community Relations Reports  
Project Files  
Race Relations Police Training  
Studies on Employment Equity and Policing  
Task Force Reports

### Manuals

Employment Equity Guidelines  
Employment Equity Working Documents  
Grants Administrative Manual  
Race Relations Training for Police Services

## Strategic Policy and Planning Division

The Strategic Policy and Planning Division provides leadership to the strategic planning function within the ministry; identifies, advocates for and responds to the policy and research needs and demands of the ministry and its clients, including the provision of crisis intervention for victims in Ontario.

## Community Initiatives Unit

This unit is responsible for the ministry's program activities in the areas of Sexual Assault, Victim Assistance Services and Wife Assault. The Corrections side of the ministry is also involved in some related activities, i.e., program for male batterers. In particular, it is responsible for the funding and development of rape crisis/sexual assault centres; the development and provision of Victim Assistance Services, including Victim Crisis Assistance and Referral Services (VCARS); education and training of primarily police services in relation to the three program areas of responsibility; and the collection of data in relation to wife assault. The unit also has available a poster dealing with wife assault. As well, a model protocol for developing procedures around wife assault police standards is available.

### General Classes or Types of Records

Grant Files

### Manuals

CIU Policies and Procedures  
Sexual Assault Program Manual

### Personal Information Banks

#### Victim Crisis Assistance and Referral Service (VCARS) - Clients

Location: Community Initiatives Unit. Legal Authority: Incidental to administration of programme approved by Cabinet. Information Maintained: Name, address, telephone number, age, sex, circumstances, assistance given, name of referring police officer. Uses: Case management; program management; evaluation. Users: Division staff and other staff of the ministry as required. Individuals in Bank: Individuals assisted by the service. Retention and Disposal: Not determined.

#### Victim Crisis Assistance and Referral Service (VCARS) - Volunteers

Location: Community Initiatives Unit. Legal Authority: Incidental to administration of programme approved by Cabinet. Information Maintained: Name, address, telephone number, date of birth, languages spoken, education, employment history, references, driver's licence number, availability for work, criminal record check. Uses: Volunteer management. Users: Division staff and other staff of the ministry as required. Individuals in Bank: Individuals who have made application to become volunteers, and volunteers. Retention and Disposal: Not determined.

## Corporate Policy Branch

The Corporate Policy Branch coordinates policy development, including development of policy options and analysis, provides advice, development of cabinet submissions and briefing material, and analysis of implications for the ministry of other ministry submissions. Represents the ministry on intergovernmental committees, interministerial committees/task forces, staff working groups of Cabinet committees. Provides staff support to the ministry operations by participating in and providing analysis on Cabinet committees and federal-provincial issues. The branch is also involved in project development and leadership in implementing corporate initiatives.

### General Classes or Types of Records

Briefing Notes  
Cabinet Submissions  
Correspondence  
Opinion Analysis  
Research/Background Information Materials

## Research Unit

This unit is responsible for maintaining operational statistics and executing and/or supervising all research conducted in ministry

facilities, providing consultation with respect to evaluation and research issues within the ministry and supervising external research consultants. The unit is responsible for the collection, reconciliation and aggregation of a wide range of operation data, for responding to requests for statistics from both within and outside the ministry and for preparing custom reports and presentations.

#### **General Classes or Types of Records**

Offender Statistics - Adults and Young Offenders  
(16-and-17-year-old Young Offenders Only)  
Research Papers

### **Resources Planning**

Resources Planning provides corporate financial planning, consulting and advisory services, corporate expenditure management, including the preparation of annual estimates and resource allocations.

Responsibilities include preparation of the Estimates Briefing Book; preparation of briefing notes for Minister and Deputy Minister; liaison with Central Agencies to respond to requests from Treasury Board, Management Board and Cabinet Office, and to keep central agencies apprised and current on ministry issues, priorities and funding requirements, and to support and negotiate specific ministry-funding requirements through preparation of Treasury Board submissions; customer support in areas of financial planning, estimates preparation, policy and program development, efficiency analysis, issues/pressures identification and resolution, and resource allocation to individual cost centres; preparation of multi-year Capital Plans and Quarterly Capital Reports on ministry's capital projects; Corporate Expenditure Management services to Deputy Minister and senior ministry management, including cashflow analysis, expenditure forecasting, identification of potential surpluses/deficits and recommendations of fiscal strategy; preparation of Annual Report on Adult Correctional Services and liaison with Canadian Centre for Justice Statistics.

#### **General Classes or Types of Records**

Briefing Notes  
Correspondence  
Estimates Submissions  
Financial Analysis  
Treasury Board Submissions

### **Strategic Planning Unit**

This unit is responsible for integrating the principles and practices of strategic planning for ministry operations by coordinating the strategic planning process. As well, it supports the strategic focus of the ministry and its divisions by ensuring that the necessary processes are in place and environmental information is provided.

#### **General Classes or Types of Records**

Strategic Planning Documentation

### **Corporate Services Division**

The division provides leadership and support services in the areas of human resources management, financial and administrative services, employment equity, operation review and audit, freedom of information and protection of privacy, and staff training and development for the Correctional Services and Corporate Services Divisions.

The division also conducts investigations under the mandate of the Ministry of Correctional Services Act, and ensures that the controllership function of the ministry is adequately performed.

### **Bell Cairn Staff Development Centre**

Bell Cairn Staff Development Centre provides training and development programs for all ministry staff, and some training for private correctional agencies under contract to the ministry. This includes basic training for correctional, probation and parole officers, in addition to a wide range of professional development and management training programs. The centre has produced variety of training materials and guide books which are available to training personnel from other ministries.

#### **General Classes or Types of Records**

Advanced Correctional Officer Basic Training Records  
Management Development Training Records  
Ontario Board of Parole Training Records  
Probation and Parole Basic Training Records  
Probationary Correction Officer Basic Training Records  
Professional Development Training Records  
Residential Services Training Records

### **Employment Equity Office**

The Employment Equity Office serves employees of the ministry, with special emphasis on aboriginals, racial minorities, francophones, persons with disabilities and women. Additional functions of these offices include monitoring, research, development of opportunities and evaluation strategies and initiatives. Career counselling is provided on an ad hoc basis for employees. Resource information, training seminars, workshops and presentations to interest groups are also available.

#### **Common Records**

Employment Equity Program  
Workplace Discrimination and Harassment Prevention Program



## Finance and Administrative Services Branch

Within the branch, the General Accounting Section prepares claims under federal/provincial agreements, and provides accounting services for all expenditures, including accounts payable (705-494-3120), payroll (705-494-3140) and revenue (705-494-3110).

The General Services Section (705-494-3170) provides mail, messenger and duplicating services; stationery and printed forms for the ministry; fleet management recycling program; stock in stores and fixed assets.

The Purchasing Section (705-494-3160) produces financial reports for cost centres and senior management summarizing the ministry's financial position.

The Financial Policies and Procedures Section (705-494-3101) develops operating policies, procedures and standards for ministry financial systems.

### Common Records

Freedom of Information and Protection of Privacy Act Requests

### General Classes or Types of Records

Accommodation, Construction and Maintenance of Correctional Facilities  
Audit Reports  
Correctional Agencies and Facilities  
Correctional Research and Evaluation Records and Statistics

### Manuals

Administrative and Financial Policy and Procedures Vol.1 - Finance  
Audit Manual  
Business Correspondence and File Plan  
CRC Policy and Procedures Manual  
Correspondence Styles and Standards  
Delegations of Authority  
Expenditure and Revenue Coding  
Freedom of Information and Protection of Privacy Policy and Procedures Manual  
Purchasing

### Personal Information Banks

#### Finance Records

Location: Finance and Administrative Services Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, as amended; R.R.O. 1980, Reg. 881, as amended; Financial Administration Act, R.S.O. 1990, c.F.12, as amended; Ministry of Treasury and Economics Act, R.S.O. 1990, c.M.37. Information Maintained: Name, social insurance number, deductions, earnings, hours worked, overtime/shift premium hours, particulars of goods or services, travel and other expenses of employees, work location. Uses: Payroll preparation; payment or reimbursement to vendors and employees. Users: Ministry administrative and

financial staff. Individuals in Bank: Employees, vendors of supplies and services. Retention and Disposal: Two to seven years, then destroyed.

## Freedom of Information and Protection of Privacy Services

The Freedom of Information Office responds to requests under the Freedom of Information and Protection of Privacy Act for the ministry. Responsibilities include developing policies, procedures and guidelines, dealing with appeal and mediation processes, and ensuring adherence to privacy provisions and other legislative requirements of the Act.

### Common Records

Freedom of Information and Protection of Privacy Act Requests

## Human Resources Branch

The Human Resources Branch administers the total personnel function of the ministry, including personnel services for the Ontario Provincial Police. Services are provided by personnel administrators in the ministry's head office and at the regional locations listed below. The branch is responsible for the establishment of ministry personnel policies and procedures, executive development, training and staff development, payroll, administration of appropriate classification and compensation level for ministry employees, coordination of competitions, staff planning. The branch is responsible for benefits counselling, employee relations committees, interpretation of agreements, discipline process, grievances, OPP Peer Support Program, psychological services, occupational health and safety, chaplaincy services, documentations and rehabilitation programs, attendance records and Management and Employee Assistance Programs. French Language Services for the ministry is coordinated from this branch. It also serves as a liaison between the ministry and the Management Board Secretariat, and the Ontario Public Service Employees Union (OPSEU) and the Ontario Provincial Police Association.

The branch operates special employment programs, such as summer youth employment for students. It also works closely with the ministry's employment equity program.

Uniform Staffing and Development is responsible for uniform recruitment, deployment, staff development and the promotional process within the OPP; Administrative Support is responsible for civilian and OPP employee records, reception and other administrative functions.

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications

Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

### General Classes or Types of Records

Staff Training Material

### Manuals

Directives and Guidelines Human Resources  
Human Resources Management Manual  
Personnel Policies and Procedures  
Policy and Procedure for Educational Leave and/or Assistance

### Personal Information Banks

#### Employee Application Records - OPP

Location: Human Resources Branch. Legal Authority: Police Services Act, R.S.O. 1990, c.15, s.43. Information Maintained: Name, application-related documents, candidate assessments, standard correspondence, written examination results. Uses: Determine suitability for engagement as a constable. Users: Human Resources Branch staff, OPP senior management. Individuals in Bank: Applicants for constable in the OPP. Retention and Disposal: One to five years, then destroyed.

#### Grievances - Ontario Provincial Police Association (OPPA)

Location: Human Resources Branch. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, S.17(2). Information Maintained: Name, notification, correspondence, final decisions concerning grievances. Uses: Resolve grievances submitted under the OPPA Memorandum of Understanding. Users: Staff at all levels of the grievance process up to the Ontario Provincial Police Grievance Board and ministry staff as required. Individuals in Bank: Members of the OPPA bargaining unit submitting formal grievances. Retention and Disposal: Not determined.

### French Language Services

The French Language Services coordinator advises the Deputy Minister and management of the effective provision of French language services within ministry programs and activities. The coordinator also formulates policy proposals and implementation plans to meet the requirements of the French Language Services Act.

This office coordinates French language training and evaluation of ministry staff. It liaises with the Office of Francophone Affairs and francophone associations in order to keep the ministry informed of Franco-Ontarian community needs.

### Manuals

French Language Services - Policy and Procedures

### Operational Review, Audit and Investigations Branch

The branch consists of three sections: Operational Review; Audit; and Program Review and Investigations.

The Operational Review and Audit sections conduct reviews of ministry management and program delivery practices, and undertakes financial and administrative audits. They also examine security in ministry operations.

The Program Review and Investigations section is responsible for operational reviews of OPP detachments, and conducts investigations of major incidents involving ministry staff or offenders.

### General Classes or Types of Records

Audit/operational Reviews Reports  
Investigation Reports

### Manuals

Audit Manual

### Personal Information Banks

#### Investigation Files

Location: Operational Review, Audit and Investigations Branch. Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended; R.R.O. 1990, Reg. 778 and Reg. 779, as amended. Information Maintained: Name, date of birth, education, family and medical information, criminal history, statement taken under oath. Uses: Provide evidence/information for disciplinary action, inquests, court proceedings and civil litigation. Users: Investigation Section staff, senior ministry officials, Legal Branch staff. Individuals in Bank: Employees and ministry clients. Retention and Disposal: Ten years, then destroyed subject to selection by Archives.

### Correctional Services Division

The Correctional Services Division is headed by an Assistant Deputy Minister with field operations administered by four regional offices located throughout the province. The Correctional Services Division provides management, professional and consultative services to both institutional and community correctional programs for adult and young offenders (16- and 17-year-olds). As part of its commitment to community corrections, it contracts with private community agencies to provide resource centres for selected adult offenders and open custody and detention for young offenders.



Ministry operations include administration of Ontario's 48 adult institutions, comprising 9 correctional centres, 4 of which include treatment units: (Millbrook Correctional Centre (CC), Guelph Assessment and Treatment Unit (GATU), Vanier Centre for Women, and Rideau CC); and 2 of which include detention centres: (Mimico Detention Centre (DC) and Maplehurst DC); 2 exclusive treatment centres (Ontario Correctional Institute and the Northern Treatment Centre); 9 detention centres, one of which includes a treatment unit (Francophone Treatment Unit at the Ottawa-Carleton DC); 27 jails, one of which combines with a correctional centre to form part of the Monteith Complex; 1 agricultural camp (Camp Hillsdale), which is affiliated with the Barrie Jail; 18 secure custody/detention young offender facilities, comprising: 4 stand-alone youth centres (i.e., Brookside Youth Centre (YC), and Bluewater YC); 4 young offender units within adult institutions; and 54 open custody residences; 134 probation offices comprising: 40 area offices (i.e., where an area manager is based); and 94 satellite offices (i.e., under the supervision of one of the 40 area managers).

Jails and detention centres provide short-term, secure custody for persons awaiting trial or sentencing, being held for immigration hearings or deportation, serving relatively short or intermittent sentences and awaiting transfer to other Ontario correctional institutions and federal institutions. Programs are directed to the relatively short-term needs of offenders and focus primarily on basic educational upgrading and life skills. Correctional centres provide a variety of programs for longer term offenders in minimum, medium or maximum security settings. Probation and parole officers work closely with all courts of criminal jurisdiction in Ontario and with the Ontario Board of Parole (OBP). Probation and parole staff supply pre-sentence, pre-disposition and progress reports to judges, pre-parole reports to the OBP; and supervision and assistance to probationers, offenders on parole, young offenders and former offenders who need assistance after release from correctional institutions. Staff offer counselling and guidance in life skills, alcohol and substance abuse, job search techniques, stress management and interpersonal skills.

### General Classes or Types of Records

Academic and Vocational Programs  
Community Programs  
Community Residential Agencies/Agreements  
Community Resource Centres  
Health Care Program  
Industrial Program  
Information Guide for Adult Offenders in Ontario Provincial Correctional Institutions  
Institutional Administration and Security Control Records  
Institutional Programs  
Open and Secure Custody Facilities for Young Offenders  
Probation and Parole Administration Records  
Recreation Program  
Social Work Program

### Volunteer Program

### Personal Information Banks

#### Correctional Clinical/Treatment Records

Location: Correctional Services Division. Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended; R.R.O. 1990, Reg. 778 and Reg. 779, as amended. Information Maintained: Name, age or date of birth, results of medical examination, medication ordered and provided, clinical/treatment data. Uses: Assist authorized personnel in administering required medical/clinical services to inmates. Users: Medical/clinical personnel. Individuals in Bank: Inmates. Retention and Disposal: Fifty years, then destroyed.

#### Institutional Administration and Control Records

Location: Correctional Services Division. Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended, Parts I and II; R.R.O. 1990, Reg. 778, as amended, Part I. Information Maintained: Name, reference number, date and nature of activities including reminders, records of belongings, medication/drug usage or administration, fines, correspondence control, trust accounts of personal funds, allowances and remissions earned, admissions, releases, court appearances, classification, incident and misconduct reports, visitors' registers, volunteer attendance. Uses: Control and document all matters regarding offenders including court appearances, sentence administration, health care, their belongings and visitors. Users: Institutional program managers; administrative, classification and professional staff; ministry investigators; court and police officials. Individuals in Bank: Inmates, staff, visitors, correspondents, volunteers. Retention and Disposal: Paper retained up to 12 years, then destroyed; selected records to archives; computer records periodically purged.

#### Probation and Parole Administration and Control

Location: Correctional Services Division. Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended, Parts I, III and IV; R.R.O. 1990, Reg. 778, as amended, Part II. Information Maintained: Names, reference numbers, lists/registers of clients indicating supervisory probation, brief offence particulars, reason for supervision. Uses: Control and document all matters concerning clients; update records. Users: Probation and parole officers, administrative and support staff. Individuals in Bank: Probation and parole officers, probationers, parolees. Retention and Disposal: Paper retained up to three years, then destroyed; computer records periodically purged.

#### Probation and Parole Case Files

Location: Correctional Services Division. Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended, Parts I, III and IV; R.R.O. 1990, Reg. 778, as amended, Part II. Information Maintained: Name, address, date and place of birth, nationality, education, marital status, offence and sentence particulars, employment. Uses: Assist in



supervising probationers and parolees.Users: Probation and parole officers, support staff, research personnel.Individuals in Bank: Individuals placed on probation by the courts and institutional inmates placed on parole by the Ontario Board of Parole.Retention and Disposal: Paper retained three years after year in which file is closed, then destroyed; selected records to archives.

#### Volunteer Records

Location: Correctional Services Division.Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended.Information Maintained: Name, address, employment, education, application, resume, oath of confidentiality, reference letters, training\placement and duties records, evaluations and observations by staff and others, photograph, period of service.Uses: Document all matters related to unpaid volunteers providing services to the ministry.Users: Volunteer program coordinators, administrative and support staff.Individuals in Bank: Individuals providing service to the ministry without remuneration.Retention and Disposal: Three years, then destroyed.

#### Young Offenders' Files

Location: Correctional Services Division.Legal Authority: Young Offenders Act (Canada); Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended, Parts I and V.Information Maintained: Name, date of birth, education, family and medical information, offence particulars, periods of control, action and progress reports, legal documents.Uses: Plan for and monitor the progress of young offenders' return to community environment.Users: Superintendents, probation and parole officers, administrative and custody facility staff.Individuals in Bank: Young offenders aged 16-17.Retention and Disposal: Paper retained 10 years following year of release, then transferred to archives.

### **Information Management Unit**

The Information Management Unit (IMU) reports directly to the Assistant Deputy Minister (ADM), Correctional Services Division (Division). The ADM Office is organized into two broad areas of responsibility: the Management of Division Issues located in Toronto and the Management of Information located in North Bay. The IMU comprises the latter area.

While reporting to the ADM, the IMU liaises on a daily basis with the Deputy Minister's Office, Contentious Issues Coordination Unit of the ministry's Communications Branch, the Operational Support and Coordination Branch of the division, Regional Offices, correctional facilities and probation and parole offices. It is responsible for the research and preparation of briefing materials on contentious operational issues and the research and preparation of all correspondence on operational issues within the division. As well, it is responsible for liaising with Correctional Services Canada in preparing materials for the Deputy Minister and ADM for the twice yearly Canada-wide Heads of Corrections meetings.

The IMU also performs a coordinating role in the preparation of materials in response to inquiries, commissions and inquests with respect to divisional matters.

### **Operational Support and Co-Ordination Branch**

The branch coordinates and provides operational support for the development and implementation of institutional and community correctional programs. This includes the design and development of policies, standards and procedures. Activities monitored and/or coordinated include health care, recreation, industrial programs, substance abuse education, Native services, multi-cultural programs and family violence initiatives.

Clients include all adults and young offenders sentenced to either a period of incarceration or placed on community supervision.

The branch's six sections are: Adult Community Services, Adult Institutional Services, Young Offender Services, Analysis and Support, Clinical Services, and Offender Classification and Transfer.

#### **General Classes or Types of Records**

Bailiff Vehicle Records  
Chaplaincy Records  
Food Service Contracts, Menus and Statistics  
Operational Statistics for Adult and Young Offenders  
Policy and Procedures Development and Proposals

#### **Manuals**

Adult Institutions - Policy and Procedures  
CRC Policy and Procedures Manual  
Food Services  
Guidelines and Procedures for Contract Staff  
Information Guide for Adult Offenders in Ontario Provincial Correctional Institutions  
Library Policies and Procedures  
Local Institutional Standing Orders  
Policy and Procedures for Provincial Bailiffs  
Probation and Parole Policy and Procedures  
Probation and Parole Secretarial Manual  
Program and Service Inventory  
Residential Services Standards and Guidelines  
Sentence Administration - Policy and Procedures  
Standards and Procedures (Vols. 1 and 2)  
Volunteer Co-ordinators Procedures Manual  
Young Offenders Act Operational Policy and Procedures

#### **Personal Information Banks**

##### Bailiff Inmate Reference Cards and Trip Records

Location: Operational Support and Co-Ordination Branch.Legal Authority: Ministry of Correctional Services Act, R.S.O.1990, c.M.22, as amended; R.R.O. 1990, Reg. 778 and Reg. 779, as

amended. Information Maintained: Name, reference number, places of incarceration, offences, sentences, potential security/care problems. Uses: Quick reference; document transfer of inmates between institutions. Users: Administrative and support staff, project officers, senior bailiffs, auditors, inspectors. Individuals in Bank: Inmates, bailiffs. Retention and Disposal: Two months to two years, then destroyed; computer records periodically purged.

#### Inmate Records

Location: Operational Support and Co-Ordination Branch. Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended, Parts I and II; R.R.O. 1990, Reg. 778, as amended, Part I. Information Maintained: Name, date of birth, RCMP fingerprint reference codes, physical description, names and addresses of next-of-kin, education, employment history, offence and sentence data, record of belongings, entitlements such as remission, allowances, reports, assessments, classification, any related correspondence. Uses: Identify inmates; assist in their placement in rehabilitation programs; ensure adherence to court sentences. Users: Institutional program managers, administrative, classification and professional staff, ministry investigators. Individuals in Bank: Inmates. Retention and Disposal: Paper retained 10 years following year of release, then destroyed or transferred to archives; selected computer records purged periodically according to established criteria and procedures.

### **Adult Community Services**

The Adult Community Services Section develops, reviews and revises policies and procedures for the supervision of adult clients on probation and parole. It also provides coordination and consultation to regional and field personnel in the development and operation of correctional programs for adult offenders in the community.

Some of the programs/services that this section develops/monitors include Bail Programs, Adult Diversion, Community Access Programs, Restitution and Multi-Cultural/Anti-Racism initiatives.

### **Adult Institutional Services**

The Adult Institutional Services Section provides effective policy development and analysis, program development and coordination, and consultation to regional and field personnel and a wide range of services for adult offender in ministry correctional facilities.

Some of the programs/services that this section develops/monitors include Temporary Absence Programs, Chaplaincy Services, Recreation, Discharge Planning, Library Services, Female Offender Issues and programs to prevent Violence Against Women.

### **Analysis and Support Section**

The Analysis and Support Section enhances and supports the ministry's operational policy development and program delivery processes through the provision of program review and evaluation, statistical information and analysis, surveys, grants, profiles, short-term projects and operational planning and contract management. It also provides a sentence advisory and reconciliation function for the division.

It is also responsible for Trilcor Products and Marketing which provides work and on-the-job training for inmates in correctional centres. Manufactured products and food products are used in correctional institutions, and are also sold to other ministries, governments or non-profit agencies. The mandate of Trilcor is to contribute to offender rehabilitation and public safety by providing adult offenders with opportunities to learn sound, basic, work-related skills and responsibilities. This provides offenders with viable employment skills, improved self-esteem, respect for community values and enhanced social skills that can help reduce interpersonal conflict on and off the job.

### **Clinical Services**

Clinical Services is a multi-disciplinary team composed of Medical, Dental, Food and Nutrition, Nursing, Pharmaceutical, Psychiatric, Psychological and Social Work Services. It provides consultative, advisory, developmental, communicative, initiating, monitoring and reviewing responsibilities for the ministry in each of the respective professions.

### **Offender Classification and Transfer**

The Offender Classification and Transfer Section is responsible for the classification and reclassification of adult offenders to correctional settings that most appropriately meet their program and custodial needs. The section also manages penitentiary placement, CPIC authorization, interprovincial and international transfers, and provides training, advice and consultation to institutional staff in the classification transfer process.

### **Young Offender Services**

Young Offender Services develops corporate strategies pertaining to the Young Offenders Act and develops and implements policies and programs to ensure that services delivered to young persons in the care of the ministry are in keeping with the principles of the Act.

### **Information Resources Division**

The Information Resources Division is responsible for providing leadership in identifying and capitalizing on Information Resource Management opportunities for advancing public safety and its administration, and to provide excellent,



responsive, high quality information management, and information technology services to satisfy our customers' needs.

### General Classes or Types of Records

Information Technology Strategic Plan  
Systems Documentation and Project Plans

### Manuals

Business Correspondence and File Plan - Corrections  
Correspondence Styles and Standards  
Information Technology Security Guidelines  
OMPAC Manual  
Offender Management System - Training Guide  
Records Maintenance - Solicitor General

## Ontario Provincial Police Commissioner's Office

The office is responsible for the administration of the Office of the Commissioner of the Ontario Provincial Police.

### Personal Information Banks

Special Constables Appointed by the Commissioner of the OPP

Location: Ontario Provincial Police Commissioner's Office. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.53, Part IV. Information Maintained: Name, address, branch or agency making the request, date of birth, education, employment history, reasons for requesting special constable authority, sex. Uses: Determine suitability for appointment as a special constable; maintain a record of appointees. Users: OPP senior management. Individuals in Bank: Individuals applying for status as special constables. Retention and Disposal: Twenty years after termination of appointment, then destroyed.

## Media Relations Unit

Media Relations Unit provides media outlets with a contact point for inquiries and information on the Ontario Provincial Police. It issues news releases, arranges news conferences and liaises between OPP members and the media. The unit also designs programs for better communication with the media, advises senior OPP management on media issues and formulates media training sessions for members. The OPP Review magazine, intended for in-house distribution, is produced by this branch.

### General Classes or Types of Records

OPP News Releases  
OPP Review Magazine

## O.P.P. Relocation Project

The overall Relocation Project responsibility is to provide functional and quality facilities for a proposed new Ontario

Provincial Police General Headquarters, and to ensure an orderly transfer of operations and staff.

### Personal Information Banks

Ministry of the Solicitor General and Correctional Services Relocation Proj

Location: O.P.P. Relocation Project. Legal Authority: Administration of relocation project. Information Maintained: Name, address, telephone number, classification, data, personal information on employees relocating to Orillia. Uses: Redeployment of staff, relocation planning, retraining needs; prepare statistical reports. Users: Relocation project staff. Individuals in Bank: Classified ministry employees whose positions are subject to relocation to Orillia. Retention and Disposal: Two years after relocation completed, then destroyed.

## Ontario Provincial Police Deputy Commissioner - Field Operations/Support

The deputy commissioner is responsible for the Field Coordination Branch, Thee First Nations and Contract Policing Branch, The Field Distriicts, the Professional Standards Branch and the Traffic and Marine Branch.

### Manuals

Guide For Field Personnel

## Field Coordination Branch

The Field Coordination Branch provides coordination and liaison for the Field Operations Division and 16 districts. The branch consists of two sections: Emergency Response Section and Operations Section; and three units: Financial Unit, Research and Analysis Unit and Special Events Unit.

### Personal Information Banks

Auxiliary Police - OPP

Location: Field Coordination Branch. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.52. Information Maintained: Name, home address, date of birth, sex, education, employment history, character references, other information relating to engagement, service or severance, activity reports, appraisals, training records, security clearance information. Uses: Evaluate eligibility for continued service. Users: Field Coordination Branch staff, OPP senior management. Individuals in Bank: Individuals serving as OPP auxiliary police. Retention and Disposal: Six months to 10 years, then transferred to archives (maximum 20 years).

## Emergency Response Section

The Emergency Response Section monitors the training and operational aspects of the OPP Tactics and Rescue Units, Search and Rescue Units, Crowd Management, Incident Commanders, Crisis Negotiators, Emergency Planning, Explosives Disposal



Unit, Canine Unit Helicopter Maintenance Unit and Helicopter Operations Unit in Brampton and Sudbury.

## General Classes or Types of Records

Emergency Services

## Operations Section

The Operations Section contains the Community Policing Services Unit and develops and administers crime prevention and safety programs for the Ontario Provincial Police. This section also contains the Citizen Support Unit, Auxiliary Police Unit, District/Detachment Planning and Crime Stoppers.

## Field Districts

Ontario Provincial Police (OPP) field operations are undertaken through 16 districts and 180 detachments. The district commander is responsible for OPP activities within each district, and heads an internal administration unit. Each district headquarters has criminal, traffic, identification, communications and a community services coordinator. With the exception of the community services coordinator, district headquarters personnel primarily offer internal supervision and support for the OPP detachments.

Detachment personnel provide enforcement and investigative policing services within their particular detachment area. In emergencies, the OPP can be contacted through the toll-free numbers unique to the area covered by each district, except northern Ontario where operator-assisted Zenith 50000 is still in effect.

## Personal Information Banks

### Investigative Case Records

Location: Field Districts. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.135. Information Maintained: Name, address, date of birth, investigation and occurrence reports, statements, exhibit reports, copies of court documents (summons, warrants, etc.), court briefs, criminal records, in some instances. Uses: Investigate and prosecute offences under the laws of Ontario and Canada; detection, prevention and suppression of crime; policing, law enforcement and administration generally. Users: OPP staff, law enforcement agencies, courts, other agencies involved in the administration of justice. Individuals in Bank: Individuals involved in investigations under the Criminal Code, federal and provincial statutes or municipal bylaws. Retention and Disposal: Three months to 40 years, then destroyed.

## First Nations and Contract Policing Branch

The First Nations and Contract Policing Branch is responsible for the First Nations Policing Program in Ontario, as well as municipal policing contracts. Responsibilities include the appointment of First Nations constables, at the request of First

Nations Councils, to supplement the policing on their particular First Nations Territory. The Ontario Provincial Police (OPP) administers the training, salary and equipment of First Nations constables through the provisions of a First Nations Policing Agreement. Municipal policing agreements are drawn up between various municipalities and the Ministry of the Solicitor General. District headquarters and detachments are listed in the OPP field districts entry.

## Personal Information Banks

### First Nations Constables

Location: First Nations and Contract Policing Branch. Legal Authority: Police Services Act, c.P.15 Statutes of Ontario 1990, s.17, s.19-554.; Ontario First Nations Policing Agreement 1991-1996. Information Maintained: Name, home address, date of birth, sex, application and engagement documents, personal certificates, insurance coverage, benefits entitlements, statements of injuries, pay and allowances, performance reviews and appraisals, courses, employment history, related correspondence. Uses: Administer the First Nations Policing Program. Users: First Nations and Contract Policing Program staff, district commanders, ministry staff involved in the First Nations Policing Program. Individuals in Bank: Current and former First Nations special constables, guards and matrons, caretakers, clerical staff. Retention and Disposal: Two years plus current year.

## Professional Standards Branch

The Professional Standards Branch assists the Commissioner in administering internal employee issues, discipline procedures and resolution of public complaints (314-0738) relating to Ontario Provincial Police employees, auxiliary police members, Ontario Government Protective Service employees and First Nations constables. The branch also investigates Police Services Act offences (314-0734), prepares Police Services Act trials (314-0730) and administers the OPP honours and awards program (314-0737).

## General Classes or Types of Records

Policing Responsibilities

## Personal Information Banks

### Discipline - OPP

Location: Professional Standards Branch. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15 s.17, 18 and 19. Information Maintained: Name, internal and external correspondence concerning a member's conduct, investigation record of possible misconduct, legal opinions, notices of disciplinary action, testimony by witnesses. Uses: Investigate infractions; adjudicate disciplinary action. Users: Professional Standards Branch staff, OPP senior management. Individuals in Bank: OPP members who are or have been the subject of an internal investigation. Retention and Disposal: Three years, then transferred to archives for eight years.

### Honours and Awards - Police and Civilian Personnel

Location: Professional Standards Branch. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.17, 18 and 19. Information Maintained: Recommendations, eligibility assessments. Uses: Determine eligibility for a grant, honour or award. Users: Professional Standards Branch staff, issuing authorities of various honours and awards programs. Individuals in Bank: Individuals recommended for an honour or award by the OPP. Retention and Disposal: Two to 5 years, then to archives.

### Public Complaints - OPP

Location: Professional Standards Branch. Legal Authority: Police Services Act, R.S.O. 1990, c.15, s.76. Information Maintained: Service, public and criminal investigation reports, statements of members, statements of witnesses and complainants, employees complained about, occurrence reports, related correspondence of members and complainants. Uses: Investigate public complaints to identify causes and develop remedial measures. Users: Professional Standards Branch staff, senior management. Individuals in Bank: Individuals making general inquiries or registering complaints against the activity of the OPP or its members. Retention and Disposal: Three years, then transferred to archives for further eight years.

### Secondary Occupation

Location: Professional Standards Branch. Legal Authority: Police Services Act, R.S.O. 1990, c.15, s.49. Information Maintained: Name, address, nature of business or undertaking, names, addresses of owners, principals or operators of business stating relationship to member, organizational, financial and operational structure of business, duties and responsibilities of member, Commissioner's decisions and any conditions set on employment. Uses: Monitor secondary employment of force members. Users: Professional Standards Branch staff, senior management. Individuals in Bank: Force members, owners, principals and operators of businesses that have force members as owners, principals, operators or managers. Retention and Disposal: Two years, then transferred to archives.

### **Traffic and Marine Branch**

The Traffic and Marine Branch provides traffic resource expertise for the Ontario Provincial Police and other police forces. Investigations of serious motor vehicle collisions are monitored to ascertain collision causation and determine means to make highways safer. The branch develops, coordinates and maintains effective and efficient traffic enforcement programs to reduce traffic collisions and associated losses.

Branch responsibilities include Provincial management and coordination of the following programs: Technical Collision Investigation, Breathalyzer/Screening Devices, Radar, Transportation Dangerous Goods, Marine, Traffic Initiatives, and RIDE.

### **Ontario Provincial Police Deputy Commissioner - Investigations**

The deputy commissioner is responsible for the Anti-Rackets Branch, the Criminal Investigation Branch, the Drug Enforcement Branch, the Intelligence Branch and the Technical Support Branch.

### **Anti-Rackets Branch**

The Anti-Rackets Branch offers assistance to all police forces and government agencies in Ontario with investigations into white collar crime, including computer crimes, financial institutions, general frauds and forgery. The branch contains Project P (Pornography), Auto Theft Section, Gaming Section, Social Gaming Section and Racing Commission Section. District headquarters and detachments are listed under the OPP Field Districts entry.

### **Personal Information Banks**

#### Investigative Case Records

Location: Anti-Rackets Branch. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.135. Information Maintained: Name, address, date of birth, investigation and occurrence reports, statements, exhibit reports, copies of court documents (summonses, warrants, etc.), court briefs, criminal records, in some instances. Uses: Investigate and prosecute offences under the laws of Ontario and Canada; detection, prevention and suppression of crime; policing, law enforcement and administration generally. Users: OPP staff, law enforcement agencies, courts, other agencies involved in the administration of justice. Individuals in Bank: Individuals involved in investigations under the Criminal Code, federal and provincial statutes or municipal bylaws. Retention and Disposal: Three months to 40 years, then destroyed.

### **Criminal Investigation Branch**

The Criminal Investigation Branch is responsible for homicide and major crime investigations in the Ontario Provincial Police (OPP) force jurisdiction. The branch also assists the force, all police forces in Ontario and other Ontario government agencies in the investigation of serious criminal activities.

### **Personal Information Banks**

#### Investigative Case Records

Location: Criminal Investigation Branch. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.135. Information Maintained: Name, address, date of birth, investigation and occurrence reports, statements, exhibit reports, copies of court documents (summonses, warrants, etc.), court briefs, criminal records, in some instances. Uses: Investigate and prosecute offences under the laws of Ontario and Canada; detection, prevention and suppression of crime; policing, law enforcement and administration generally. Users: OPP staff, law enforcement agencies, courts, other agencies involved in the administration



of justice.Individuals in Bank: Individuals involved in investigations under the Criminal Code, federal and provincial statutes or municipal bylaws.Retention and Disposal: Three months to 40 years, then destroyed.

## Drug Enforcement Branch

The branch provides assistance to Crown attorneys, law enforcement and other government agencies with regards to drug enforcement.

The Drug Enforcement Branch (705-329-6320) administers drug enforcement activities for the force, and conducts investigations through units deployed throughout the province. Field Drug Units are located in Kingston (613-546-6621), London (519-675-7780), North Bay (705-495-3895), Orillia (705-325-7419), Ottawa (613-596-4260), Sault Ste. Marie (705-942-8208), Thunder Bay (807-345-7874) and Windsor (519-973-1477).

## Intelligence Branch

The Intelligence Branch anticipates, monitors and prevents the criminal activities of an identifiable person or group of persons involved in organized or sophisticated and professional crime.

This branch also provides police security for senior government officials and visiting dignitaries; conducts investigations into matters that may affect the provincial government, and upon request, may investigate the background of government employees in sensitive positions. Expertise on all aspects of property and physical security is offered to Ontario government ministries.

### General Classes or Types of Records

Non-Personal Criminal Investigative Files

### Personal Information Banks

#### Criminal Intelligence Records - OPP

Location: Intelligence Branch.Legal Authority: Police Services Act, R.S.O. 1990, c.P.15.Information Maintained: Persons/organizations involved in investigations of terrorism, organized crime, murder, gambling, fraud and corruption.Uses: Investigate offences under the laws of Ontario and Canada; detection, prevention and suppression of crime; policing, law enforcement and administration generally.Users: OPP staff, law enforcement agencies world-wide, courts, other agencies involved in the administration of justice.Individuals in Bank: Individuals involved in or who are the subject of criminal intelligence investigations.Retention and Disposal: One to 25 years, then destroyed.

#### Security/Reliability Clearance Records

Location: Intelligence Branch.Legal Authority: Police Services Act, R.S.O. 1990, c.P.15.Information Maintained: Name, home address, date of birth, family history, character references,

education, social insurance number, associations, employment history, level of security granted, nationality, related correspondence.Uses: Develop reports on responses to security checks and classifications.Users: OPP and ministry management staff, management of other government ministries and agencies.Individuals in Bank: Individuals with the ministry or OPP who are or have been the subject of pre-employment or employment-related security screening procedures, prospective employees of government ministries and agencies.Retention and Disposal: Five years, then destroyed; select files retained indefinitely.

## Special Security Section

This section provides police security for senior government officials and visiting dignitaries, conducts investigations into matters that may affect the provincial government and, upon request, investigates the background of government employees in sensitive positions. Expertise on all aspects of property and physical security is offered to Ontario government ministries.

## Technical Support Branch

The Technical Support Branch gives operational support, such as photographic, technical and physical surveillance, polygraph examination, forensic identification services, photographic laboratory services and technical identification units coordination, to criminal investigations conducted by other branches and field units of the Ontario Provincial Police (OPP). The same specialized services are available to municipal police forces, other ministries and enforcement agencies, on request.

### Personal Information Banks

#### Finger/Palm Print File

Location: Technical Support Branch.Legal Authority: Identification of Criminals Act, R.S.C. 1970, c.I-1, s.2.Information Maintained: Name, finger/palm print, date of birth, fingerprint section number, offence for which individual is charged.Uses: Investigate offences under the laws of Ontario and Canada; use in prosecutions resulting from investigations; detection, prevention and suppression of crime; policing, law enforcement and administration generally.Users: OPP staff, law enforcement agencies, courts, other agencies involved in the administration of justice.Individuals in Bank: Individuals charged with an indictable offence.Retention and Disposal: Ten years, then destroyed.

## Ontario Provincial Police Deputy Commissioner - Services

The deputy commissioner is responsible for Administration Services, the Human Resources Branch, The Operational Policy and Planning Branch, the Records and Registration Branch, the Systems Support Branch, the Telecommunications Branch, the Training Branch, Provincial Police Academy and the Transport and Supply Branch.



## Operational Policy and Planning Branch

Operational Policy and Planning Branch supports the goals, objectives and values of the Ontario Provincial Police (OPP) and the ministry by providing a comprehensive, consultative, coordinative, responsive and timely research and development capability in the areas of strategic and tactical planning, policy and procedures, statistical information services and library information services.

### General Classes or Types of Records

Crime-Prevention Measures  
Criminal and Accident Statistics  
Enforcement of Federal and Provincial Statistics  
Equipment Studies and Requirements  
OPP Publications  
Police Activity Summary  
Routine Police Orders  
Traffic Records

### Manuals

Guide for Field Personnel  
OPP Annual Report  
Ontario Provincial Police Orders

## Records and Registration Branch

This branch provides operational support to the OPP and other agencies. As well, it performs an information repository and monitoring function for firearms, security guards and private investigators.

## Chief Provincial Firearms Office

The Chief Provincial Firearms Officer, who represents the Solicitor General in all firearms matters, administers Canada's gun control program in Ontario. Responsibilities include operating the Firearms Business Permit System (inspection and licensing of all outlets buying, selling or manufacturing restricted and non-restricted weapons and ammunition); coordinating the Firearms Acquisition Certificate System (FAC) for the province; and inspecting shooting clubs, ranges and museums that have applied for the Solicitor General's approval pursuant to the Criminal Code (Canada). The office is also responsible for issuing permits to carry restricted weapons in Ontario, as outlined in the Criminal Code (Canada). Firearms acquisition certificates and permits to transport restricted weapons are issued by municipal police forces in municipalities with populations exceeding 15,000. In smaller communities, this function is the responsibility of the local Ontario Provincial Police (OPP) Detachment, listed under the OPP Field Districts entry.

The office administers the 1991 federal legislation of controlling all persons and companies that manufacture, handle, distribute, transport, refurbish, import and export weapons defined as prohibited under the Criminal Code.

Under the new legislation, effective 1992, the office is responsible for the provincial FAC processing centre, over-capacity magazine shooting competitions and designating every over-capacity magazine shooter in Ontario.

This office provides provincial firearms guidelines to meet the needs of the National Firearms Manual to police services, dealers, clubs and other interested firearms and sporting groups.

### Personal Information Banks

#### Firearms - Business Files

Location: Chief Provincial Firearms Office. Legal Authority: Criminal Code (Canada), RSC 1991, c.C.40 and an Act Respecting Manufacturing and Transportation of Certain Weapons, RSO 1991, c.C.21; Firearms Business c.C.40; Firearms Museums c.C.40; Manufacturing and Transport of Prohibited Weapons Including Import and Export c.C.40 and c.21. Information Maintained: Name, date of birth, residence and business addresses, trade name, type and acceptability of records and security maintained, type of permit issued, refused or revoked, estimate of business volume, fee charged, letter of permission from local authority, federal letter of authorization for manufacturers, failed/successful applicants for designation for industrial purposes, exempted persons. Uses: Enforce gun control legislation in Ontario; control sale and distribution of firearms and other weapons; determine eligibility; control movement and storage of all prohibited weapons for import, export, repair and manufacture in Ontario by the Solicitor General designating all persons who have reason to be involved; investigation of business permit breaches. Users: Chief Provincial Firearms Officer, CPFO staff, investigating local police. Individuals in Bank: Failed and successful applicants who supply information to assist the organization they represent. Retention and Disposal: Upon closure, to microfilm and destroyed after five years.

#### Firearms - Persons Files

Location: Chief Provincial Firearms Office. Legal Authority: Criminal Code of Canada, R.S.C. 1991, c.C.40; Firearms Acquisition Permits, s.112; Carry Permits, s.110; Shooting Club and members s.109 and 110; Firearms Ranges s.109 and 110. Information Maintained: Name, approval of the registrar for private ranges, address, date of birth, sex, applications for permits to carry/transport/convey restricted weapons, firearms acquisition certificates, applications, documentation on prohibitions, refusals and revocations of certificates and permits, investigation and occurrence reports held in club, occupation, names of club instructors, subject and level of instruction, approval by the Solicitor General, private range applicants, users and members eligible for permits. Uses: Administer and enforce firearms control legislation; determine eligibility of individuals and clubs for permit or designation law enforcement and investigators. Users: Local firearms officers, local registrars of firearms, Firearms Section staff, police investigation, Chief Provincial Firearms Office audit

staff.Individuals in Bank: Approved and failed applicants of any process, shooting club members and organization officials.Retention and Disposal: Five years plus current, then destroyed.

## Private Investigators and Security Guards Section

This office administers and enforces the provisions of the Private Investigators and Security Guards Act. This section processes the applications for the licensing of persons and agencies that provide the services of private investigators and security guards. It also operates Investigative Unit (326-0033) and Registrar's Office (326-0027) that investigate complaints, inspections and hearings under the Private Investigators and Security Guards Act.

### Personal Information Banks

#### Private Investigators and Security Guards/Agencies - Applicants

Location: Private Investigators and Security Guards Section.Legal Authority: Private Investigators and Security Guards Act, R.S.O. 1990, c.P.25.Information Maintained: Name, home address, date of birth, sex, character references, work history, history of agency's officers and directors, complaints and results, investigative reports, licensing tribunal records, reasons for licence terminations.Uses: Maintain records of private investigators and security guards excluding Brinks type; document current and former licence holders; determine suitability for future licensing.Users: Registration Branch staff, other law enforcement agencies.Individuals in Bank: Officers or directors of private investigation and/or security guard agencies applying for a licence or individuals applying for a licence.Retention and Disposal: One to 10 years, then destroyed.

## Records Section

The Records Section maintains administrative files, and provides central operational support to the OPP and other government agencies. This section operates administrative records centre (326-0568), printing operation centre (326-0569), microfilm operation centre (326-0578), records enquiry service (326-0562) and publishing desk (326-0573).

### General Classes or Types of Records

OPP Publications

## Systems Support Branch

The Systems Support Branch provides operational support to the Ontario Provincial Police (OPP) and other law enforcement agencies, through the maintenance, operation and delivery of computer hardware and software.

Systems Implementation provides for the Ontario Municipal and Provincial Police Automation Cooperative (OMPPAC) implementation, support and training for the OPP.

Telecommunications Operations' responsibilities are to receive and distribute information about major occurrences to GHQ Communications Centre and duty NCO office, 24 hours per day; coordinate the movement of Canadian Police Information Centre (CPIC) terminals and conduct the internal audit of CPIC.

Data Processing Services records and disseminates operational, statistical and management information to the OPP and approved functions within the ministry.

### General Classes or Types of Records

Agreements (shared use of information systems)

## Telecommunications Branch

This branch is responsible for the development and management of telecommunication strategies.

### Personal Information Banks

#### Telecommunication Records - Tapes

Location: Telecommunications Branch.Legal Authority: Police Services Act, 1990, c.P.15, s.42, Part IV.Information Maintained: Radio/phone communications initiated/received in communication centres.Uses: Play back record of emergency calls; administrative and law enforcement purposes; provide evidence for court proceedings.Users: OPP staff, law enforcement agencies, courts.Individuals in Bank: OPP staff, including members of other law enforcement agencies and individuals involved in investigations under the Criminal Code, other federal and provincial statutes or municipal bylaws.Retention and Disposal: One year, then updated.

## Training Branch, Provincial Police Academy

The Training Branch, Provincial Police Academy is responsible for the design and delivery of police training courses (not otherwise provided by the Ontario Police College), including recruitment orientation, skills training and management, to all levels of the Ontario Provincial Police (OPP) Force. The branch also offers a wide range of specialized training courses on tactics, search and rescue, marine, crowd management, scuba, motorcycles, explosives disposal, and police dogs; gives in-service lectures for field personnel; and coordinates the attendance of all members at training courses conducted by other agencies. The academy has a library service for members, and an audio-visual unit that produces a variety of programs for the OPP. In addition, the Training Branch ensures that Ontario government priorities such as multiculturalism, employment equity and other programs, are immediately reflected in existing training courses and/or seminars.

### General Classes or Types of Records

Training Programs



## Personal Information Banks

### Courses Administered by the OPP

Location: Training Branch, Provincial Police Academy. Legal Authority: Police Services Act, R.S.O. 1990, s.P.15, s.42(1)(i). Information Maintained: Name, assessments, examination results, other performance measures, records of achievement and related documents. Uses: Support qualifications for certificates, awards or diplomas; evaluate instructors. Users: Training Branch and Employee Services Branch staff, OPP senior management, other law enforcement agencies or ministries sending staff. Individuals in Bank: Applicants, persons attending courses administered by the OPP. Retention and Disposal: Not determined.

## Transport and Supply Branch

The Transport and Supply Branch provides and maintains mobile equipment to meet Ontario Provincial Police (OPP) transportation needs. A branch garage is located at the OPP district headquarters in Thunder Bay (807-344-6831). For addresses of OPP district headquarters, see the OPP Field Districts entry. Transport and Supply Branch also stocks and distributes uniforms, equipment and forms used by the Ontario Provincial Police, the Ontario Government Protective Service, First Nations policing and auxiliary police.

### General Classes or Types of Records

Equipment Specifications  
Equipment Studies and Requirements  
Fleet Management

## Personal Information Banks

### Collision Claims

Location: Transport and Supply Branch. Legal Authority: N/A. Information Maintained: Name, badge number, location, vehicle number, date of occurrence, third party name, costs. Uses: Monitor collision/damage claims. Users: OPP locations, insurance companies, third parties, legal representatives, attorney general ministry, insurance and risk management, Legal Branch, Financial and Administration Branch, Ministry of Transportation. Individuals in Bank: Current and former members of the OPP. Retention and Disposal: Two years plus current for closed claims and indefinite for open claims.

### Supply Records - OPP

Location: Transport and Supply Branch. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.41. Information Maintained: Name, badge number, uniform and equipment issued, service revolver registration and warrant cards. Uses: Internal administration. Users: Supply Section and field staff. Individuals in Bank: Current and former members of the OPP, ministry staff, individuals retained on contract by the OPP or

ministry. Retention and Disposal: Two to 25 years, then destroyed.

## Policing Services Division

The Policing Services Division is responsible for promoting policing excellence through training, the development of professional standards and new programs, and providing an advisory and liaison service to the police community. The adequacy of programs and the quality of municipal police service in Ontario are monitored through inspections. Law enforcement is assisted by the maintenance of the Criminal Intelligence Service of Ontario.

## Ontario Police College

The Ontario Police College is designed to provide a complete training program for Ontario police services, from probationary constable through supervisory and management levels. Specialized training courses are offered in all situations where a need is demonstrated. In addition, the college develops programs to coordinate and complement in-service training undertaken at the individual service level. Distribution of annual publications (e.g., Calendar of Courses) is restricted to those police services, agencies, ministries, etc., interested in the training of law enforcement and related enforcement personnel. The Ontario Police College maintains a museum displaying police exhibits for public viewing.

### Common Records

Graduate and Alumni Records  
Health and Medical Records  
Identity/Employee Card  
Library Users Lists  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Workers' Compensation

### General Classes or Types of Records

Police Officer Training  
Traffic Safety Programs

### Manuals

College Policy and Procedures Manual - Operating Procedures

## Personal Information Banks

### Canadian Police College, Ottawa - Course Applications

Location: Ontario Police College. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.3(2). Information Maintained: Name, education, employment history, home address, name of employing police service, sex. Uses: Select



candidates for courses at the Canadian Police College. Users: OPC staff. Individuals in Bank: Applicants. Retention and Disposal: One year to indefinite period, then destroyed.

Ontario Police College, Aylmer - Student Records and Course Applications

Location: Ontario Police College. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.3(2). Information Maintained: Name, home address, date of birth, sex, employment history, education, OHIP number, employing police service. Uses: Identify types of training taken; determine eligibility and requirements for future courses. Users: College and division staff, employing police service. Individuals in Bank: Individuals who have taken courses at the Ontario Police College. Retention and Disposal: One year to indefinite period, then destroyed.

## Police Support Programs Branch

The Police Support Programs Branch consists of two sections: Inspectorate and Advisory Services and Operations Support Services.

The Inspectorate and Advisory Services is primarily involved in the auditing/inspection of police services, as well as providing advice on a wide range of issues to Police Services Boards, Police Associations and police forces. This section derives its authority and mandate from section 3(2) of the Police Services Act.

The Operations Support Services is responsible for the application and control of the Canadian Police Information Centre (CPIC) system within the province. This role involves auditing police forces to ensure compliance with CPIC and Ontario policy, and managing the CPIC network. The section also operates the Suspension Control Centre, which maintains driver licence suspension information on CPIC.

### General Classes or Types of Records

Police Inspection/Audit Records

### Manuals

Policing Services Division CPIC Policy Bulletins

### Personal Information Banks

Ontario Police Forces' Suspended Drivers Control Centre  
Location: Police Support Programs Branch. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.3(2). Information Maintained: Name, address, date of birth, dates of suspension, driver's licence number, reasons for suspension, sex, suspension number. Uses: Administer and enforce federal and provincial laws. Users: Law enforcement agencies, courts, other agencies involved in the administration of justice. Individuals in Bank: Individuals who have had their driver's licence suspended or their right to drive prohibited under federal or provincial

laws. Retention and Disposal: Twelve months after expiration of the licence suspension or prohibition, then destroyed.

## Public Appointments Unit

The Public Appointments Unit is a newly created branch of the Policing Services Division, responsible for administering the ministry's public appointments. The unit monitors municipal police services board appointment terms and expiries, and performs human resources functions including the search, outreach and screening of applicants for final recommendation to the Minister's office. The unit prepares briefs and legal Orders-in-Council for all police services board appointees, as well as for Fire Marshal, Ontario Provincial Police and the Ontario Police Arbitration Commission.

### Personal Information Banks

#### Appointments - Applicants to Police Services Boards

Location: Public Appointments Unit. Legal Authority: Section 27 of the Police Services Act, 1990. Information Maintained: Applicants' name, address, phone, education, employment history, community work and related correspondence. Uses: Selection of candidates to various municipal police services boards for appointment by Solicitor General and Lieutenant Governor. Users: Public Appointments Unit staff, Minister's Appointments staff. Individuals in Bank: applicants to municipal police services boards. Retention and Disposal: Not determined.

#### Appointments - Appointees to Police Services Boards

Location: Public Appointments Unit. Legal Authority: Section 27 of the Police Services Act, 1990. Information Maintained: Appointees' name, address, phone, education, employment history, community work, location of appointment, Order-in-Council outlining term/expiry/and other related correspondence. Uses: Administering appointments to police services boards. Users: Public Appointments Unit staff, Minister's Appointments staff. Individuals in Bank: Past and present appointees to police services boards. Retention and Disposal: Not determined.

## Standards and New Programs Branch

This branch supports Ontario's police services through development of policing standards (administration, operations and equipment), assistance with traditional and new programs in the areas of crime prevention and community development and advice/support in police services efforts to comply with the Employment Equity regulation requirements of the Police Services Act.

### General Classes or Types of Records

Equipment Studies and Requirements

### Manuals

Policing Standards Manual

## Public Safety Division

The fundamental concern of the ministry's Public Safety Division relates to the methods of minimizing or eliminating hazards to persons or property and includes emergency planning, scientific investigations, coordination of fire safety services and the coroner's system.

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## Centre of Forensic Sciences

The Centre of Forensic Sciences prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials. The centre also supervises Ontario's breath testing program, acquires and maintains breathalyzers, and trains operators (314-3147). A library offers educational materials for persons and agencies using forensic science services.

### Common Records

Library Users Lists

### General Classes or Types of Records

Breath Testing Program  
Breathalyzer Maintenance and Repairs  
Breathalyzer Supplies  
Breathalyzer Training Specifications

### Manuals

Breathalyzer Training Manuals  
Policy and Procedure Manuals (for each discipline)

### Personal Information Banks

#### Centre of Forensic Sciences - Investigation Files

Location: Centre of Forensic Sciences. Legal Authority: Order-in-Council 3571/66. Information Maintained: Name of the victim, description of items submitted for expert examination/identification, investigating officer, suspects. Uses: Investigate and prosecute offences under the laws of Ontario and Canada; detection, prevention and suppression of crime. Users: Law-enforcement agencies, courts, other agencies involved with the administration of justice. Individuals in Bank: Individuals involved in investigations under the Criminal Code of Canada, other federal and provincial statutes or municipal bylaws. Retention and Disposal: Twenty years, then destroyed.

#### Centre of Forensic Sciences - Qualified Breathalyzer Technicians

Location: Centre of Forensic Sciences. Legal Authority: Criminal Code of Canada, R.S.C. 1970, s.254(1). Information Maintained: Name, age, agency, badge number, date of designation, dates of course, designation by date of re-qualification, years of experience. Uses: Ensure qualified police officers perform breath tests. Users: Crown attorneys, lawyers, law enforcement agencies. Individuals in Bank: Current and former police officers designated by the Solicitor General as Qualified Breathalyzer Technicians. Retention and Disposal: Twenty-five years, then destroyed.

## Emergency Planning Ontario

Emergency Planning Ontario is responsible for emergency preparedness and response activities throughout Ontario. Emergency preparedness includes prevention, plans, scientific and technical advice, training, exercises and public education. Emergency response includes liaison, advice and assistance, and the provision and coordination of resources to respond to a major emergency.

The branch is organized into the following sections: Provincial Preparedness, Community Preparedness, Training and Administration.

The Provincial Preparedness Section manages the Provincial Nuclear Emergency Plan and the Provincial Emergency Plan; coordinates inter-ministry/agency emergency preparedness and response activities; coordinates preparedness and response activities for emergencies assigned as the special responsibility area of the Solicitor General and Minister of Correctional Services; monitors the emergency preparedness activities of other provinces and the federal government; conducts a provincial exercise program; processes applications and claims for funds made available by the federal government for emergency preparedness under the Joint Emergency Preparedness Program (JEPP); operates the Provincial Operations Centre and conducts emergency response as required.

The Community Preparedness Section provides advice and assistance to municipalities and First Nations for the development of community emergency plans and exercises; organizes and conducts workshops and seminars; assists with the delivery of training; and provides liaison, advice and assistance to support community emergency response as required.

The Training Section conducts emergency preparedness courses for municipalities, First Nations and provincial officials; processes applications for attendance at courses conducted at the Canadian Emergency Preparedness College, Arnprior; and organizes and conducts workshops and seminars.



A Public Education Officer conducts public education programs to enhance emergency preparedness and publishes the periodical Emergency Planning News.

The Administration Section provides administrative services to the branch.

**General Classes or Types of Records**  
Community Emergency Preparedness Survey

## Forensic Pathology Branch

The Forensic Pathology Branch assists in determining the cause of death in unusual circumstances, and in unveiling concealed homicides through autopsies, biological and other techniques of forensic science. The branch supervises regional pathologists, who are not necessarily employed by the government but are called upon by coroners, when necessary, to perform forensic investigations. Support is provided for pathologists' and law enforcement officers' continuing education in legal medicine and investigation of sudden death.

### Personal Information Banks

#### Post Mortem Investigation Reports

Location: Forensic Pathology Branch. Legal Authority: Coroners Act, R.S.O. 1990, c.C.37, s.4. Information Maintained: Name, address, details of the medical and scientific investigation, medical description of individual autopsies. Uses: Assist police, coroners, pathologists and Crown attorneys undertaking death-related investigations. Users: Office of the Fire Marshal staff, branch staff, law enforcement agencies, other government agencies, insurance companies and relatives as defined by the Coroner's Act (R.S.O. 1990, c.C.37, s.16(2)). Individuals in Bank: Deceased persons who have been autopsied, individuals involved in the post-mortem examination. Retention and Disposal: Ten years, then destroyed.

## Office of the Chief Coroner

Coroners investigate sudden and unexpected deaths, inform the public about prevention of similar deaths, order autopsies for medicolegal reasons, conduct inquests and sign certificates for cremation and for shipment of bodies out of Ontario. The office administers the Coroners Act and the Anatomy Act, concerning donation of bodies for medical education. Adults may give consent by signing the donor section of driver licences or a donor card; orally, during last illness in the presence of at least two witnesses; or in writing. The office inspects schools of anatomy in Ontario, and supplies them with donated or unclaimed bodies. For information, contact the Office of the Chief Coroner listed above or regional coroners listed below.

### Personal Information Banks

#### Anatomy Act Files

Location: Office of the Chief Coroner. Legal Authority: Anatomy Act, R.S.O. 1990, c.A.21, s.2. Information Maintained: Name, age, sex, disposition of the deceased, last known place of residence. Uses: Assist in the administration of the Anatomy Act. Users: Coroner's Office staff, Local Inspectors of Anatomy, schools of anatomy, municipal social service departments and police. Individuals in Bank: Individuals who have died without known relatives, or who have donated their bodies to medical science. Retention and Disposal: Two years, then transferred to archives.

#### Coroner's Investigation Files

Location: Office of the Chief Coroner. Legal Authority: Coroners Act, R.S.O. 1990, c.C.37. Information Maintained: Name of deceased, Ministry of Labour reports, cause of death, forensic laboratory reports, inquest results, jurors' recommendations, police reports, post mortem reports, records relating to implementation of recommendations, verdicts, coroner's name. Uses: Medical, legal and statistical purposes. Users: Coroners and staff of the Office of the Chief Coroner, relatives as defined by the Coroner's Act [R.S.O. 1990, c.C.37, s.15(2)] and other authorized agencies. Individuals in Bank: Individuals whose death was investigated by a coroner. Retention and Disposal: Twenty-five years, then transferred to archives.

## Office of the Fire Marshal

The primary function of the OFM is to minimize the loss of life and property from fire by assisting Ontario Municipalities and fire departments to improve their fire protection and fire prevention services. By administering the Fire Departments Act and Fire Marshals Act, the OFM supports the functions of municipal fire departments through a variety of advisory, training and instructional programs. The OFM also advises the Ontario Government on standards and legislative development that relate to fire protection and fire prevention.

Five regional offices are responsible for delivering all direct services provided by the OFM including fire investigations, fire safety inspections, fire advisory and fire department assist services.

## Finance and Administrative Services

Finance and Administrative Services provides financial, human resources, purchasing and general management support services to the Office of the Fire Marshal (OFM). Management and monitoring of budgets for all cost centres within the OFM is coordinated by this unit. It is also responsible for the requisitioning, placement, repair/maintenance and retirement of all 230 OFM vehicles, and the management of all related vehicle records.



Other services include general stock and stationery supplies and equipment requisitioning, as well as the provision of mail distribution and shipping facilities.

## Fire Advisory

Fire Advisory assists municipalities in establishing fire departments, conducts fire protection surveys and makes recommendations to municipal councils for improving the standards of fire prevention and fire fighting services. Fire Advisory prepares fire fighting equipment specifications, assists fire departments in developing and improving their fire prevention and training programs, and develops and monitors northern Ontario fire protection programs, providing related statistics.

Fire Advisory also administers training in hazardous materials and provides advice on response incidents to fire department personnel.

### Manuals

Fire Prevention - General

## Fire Investigation

Fire Investigation investigates the causes of fires involving a death or large loss, a possibility of arson, or a gaseous explosion, and assists Crown attorneys and coroners dealing with these matters. For information and assistance call the following regional offices: Central Region (416) 325-3130, Southeast Region (613) 530-2200, Northeast Region (705) 675-4550, Northwest Region (807) 343-4368.

### Manuals

Joint Emergency Preparedness Program (JEPP)

### Personal Information Banks

#### Fire Investigation Files and Statistics Reporting System

Location: Fire Investigation. Legal Authority: Fire Marshals Act, R.S.O. 1990, c.F.17, s.3. Information Maintained: Name, home address, date of birth, sex, names of parties involved, injuries or fatalities, date, time, description of the building, location and area of fire, cause of the fire. Uses: Investigate occurrences; maintain statistical records. Users: Office of the Fire Marshal staff, fire departments, law enforcement agencies, other government agencies and insurance companies. Individuals in Bank: Owners/occupants of buildings where fires have occurred; owners, occupants or persons charged with fire-related offences under the Criminal Code of Canada, provincial statutes and/or municipal bylaws. Retention and Disposal: Three to five years depending on the classification of the fire, then transferred to archives.

## Fire Safety and Inspection

Fire Safety and Inspection provides fire safety, inspection and advisory services to a variety of facilities, including hotels, homes for special care, motion picture theatres, homes for the aged and nursing homes. Not all individual establishments of the types listed are serviced by the Office of the Fire Marshal. In addition, an Inspection and Public Education Assist Program is provided for volunteer and small composite fire departments. There are 5 regional offices located throughout the province.

## Ontario Fire College

The Ontario Fire College offers in-residence courses of study in fire protection technology to municipal fire department officers. Together with Fire Advisory, the college coordinates regional training for municipal fire fighters in the basic skills of fire prevention and fire fighting. Curriculum assistance in the development of fire fighter training programs is offered to fire departments.

### Manuals

Ontario Fire College (training videotapes)

Regional Fire Fighting

Techniques of Instruction

### Personal Information Banks

#### Ontario Fire College, Gravenhurst - Student Records and Course Applications

Location: Ontario Fire College. Legal Authority: Fire Department Act, R.S.O. 1990, c.F.15, s.13, Part II. Information Maintained: Name, date of birth, home address, name of employing fire department, sex. Uses: Identify types of training taken; determine eligibility and requirements for future courses. Users: College and division staff; employing fire departments. Individuals in Bank: Individuals who have taken courses at the Ontario Fire College. Retention and Disposal: Two years to indefinite.

## Operational Support System

Operational Support Systems is responsible for coordinating planning, information technology and communications activities for the Office of the Fire Marshal. The unit prepares and distributes a variety of publications for use by the Ontario fire service including the Ontario Fire Service Messenger and the Fire Marshals Communiqué. These and other publications related to fire prevention and public education are also available to community groups, corporations, fire departments and interested members of the public.

## Program Development

This section develops, maintains, evaluates and revises programs in public education, fire prevention, fire investigation, fire service review, recognition and awards and assigned training programs. It develops procedures and supportive

information for use by municipalities and fire departments. The section maintains an inventory of all Office of the Fire Marshal programs delivered in the field and creates and maintains a communications network to support and provide feedback to the Program Development function. The section conducts research into methods of program planning development, content and delivery, and administers the fire fighters accreditation/certification program. Program Development consists of the Fire Investigation Unit (325-3136), Fire Prevention and Public Education Unit (325-3151), and Fire Protection Services Unit (325-3156).

## Research and Standards

Research and Standards provides technical support in the investigation of fires and research aimed at determining causes of fire. This section issues licences to installers of lightning rods and inspects installations; advises ministries and agencies on, and participates in the development of fire legislating standards; assesses results of product tests for fire safety; and approves plans for government-funded buildings, including institutions and hotels. Activities include administering the Fire Code Commission and Ontario Fire Code Regulation 67/87, made under the Fire Marshals Act, and advising the public, architects, engineers and municipal officials, including fire departments, on fire prevention.

The section is also responsible for monitoring information on the location of licensed users of radioactive material in Ontario.

Research and Standards is also responsible for statistical services which compiles information from approximately 15,000 occurrence reports, comprised of fire, vehicle, response and casualty records, received each month from all the fire departments in Ontario. The information is keyed and transmitted on a monthly basis to a central computer system which provides statistical and investigative information to fire investigators, insurance companies, other government agencies, news media, private companies and all fire departments in Ontario. The data is also used to compile "Fire Losses in Ontario," published annually.

## Agencies

### Animal Care Review Board

The Animal Care Review Board is the statutory body that hears appeals concerning orders made by the Humane Society pursuant to the Ontario Society for the Prevention of Cruelty to Animals Act.

#### General Classes or Types of Records

Appeal Decisions  
Correspondence to the Parties Scheduling a Hearing.

### Personal Information Banks

#### Animal Care Review Board Hearings

Location: Animal Care Review Board. Legal Authority: Ontario Society for the Prevention of Cruelty to Animals Act, R.S.O. 1990, c.O.36. Information Maintained: Appellant's name, address. Uses: Hear and rule on appeals. Users: Board members. Individuals in Bank: Individuals appealing a Humane Society Order. Retention and Disposal: Not determined.

### Coroners' Council

The Coroners' Council reviews the appointments of coroners and recommends termination of appointments of those who are not actively performing the duties of coroners; receives and investigates complaints concerning misbehaviour, incompetence or inability, or neglect of duty by coroners and makes such recommendations as it sees fit.

### Personal Information Banks

#### Coroners' Council Hearings

Location: Coroners' Council. Legal Authority: Coroners Act, R.S.O. 1990, c.C.37. Information Maintained: Names, date of birth, home address, performance records, sex. Uses: Determine suitability for continued appointment as a coroner. Users: Council members. Individuals in Bank: Coroners who are subject to a hearing. Retention and Disposal: Not determined.

### Custody Review Board

On application by young persons, reviews decisions made by ministry officials regarding the placement of young persons in custody centres and makes recommendations for action. This is a joint board with the Ministry of Community and Social Services. Its members are appointed by Orders-in-Council.

### Fire Code Commission

The Fire Code Commission hears appeals concerning Fire Marshal's orders issued by municipal fire departments for violations of fire safety codes in buildings.

### General Classes or Types of Records

Fire Code Commission Decisions  
Fire Marshal's Orders and Appeals  
Inspection Reports  
Minutes of Meetings  
Transcripts

#### Manuals

Manual of Records of Hearings



## Personal Information Banks

### Fire Code Commission Hearings

Location: Fire Code Commission. Legal Authority: Fire Marshal's Act, R.S.O. 1990, c.F.17, s.18(a). Information Maintained: Appellant's name, address, Fire Code Commission decision, Fire Marshal's Order, correspondence. Uses: Hear and rule on appeals. Users: Commission members, fire departments, appellant, Fire Marshal's Office staff. Individuals in Bank: Individuals appealing Fire Marshal's orders. Retention and Disposal: Five years, then transferred to archives.

## Independent Investigations Unit

The Independent Investigations Unit is responsible for investigating Ministry of the Solicitor General and Correctional Services employee complaints of workplace harassment and discrimination, as well as complaints of sexual improprieties by ministry staff of transfer agencies toward clients of the ministry's correctional institutions and probation/parole services.

### Common Records

Workplace Discrimination and Harassment Prevention Program

## Minister's Advisory Committee On Corrections

The committee advises the minister on emerging issues in the field of corrections from the point of view of the community at large. This agency is currently under review and there are no sitting members.

### General Classes or Types of Records

Agendas and Minutes  
Correctional Subject Files  
Reports and Background Material

## Ontario Board of Parole

The Ontario Board of Parole has jurisdiction over all offenders who are serving sentences of two years less a day in provincial institutions.

The Chair, Ontario Board of Parole is responsible for the overall administration of the board. An Executive Vice Chair and five Regional Vice Chairs are responsible to the Chair for all board decisions and for the total operation of the regions.

### General Classes or Types of Records

Agreements  
Associations/Committees  
Board Policy and Procedures  
Communications Material  
Corporate and Operational Plans  
Legal Issues  
Parole Boards of Other Jurisdictions

Parole Philosophy and Mission  
Planning and Finance  
Reports/Research/Statistics  
Staff Training Material

### Manuals

Ontario Board of Parole Policy and Procedures

## Personal Information Banks

### Ontario Board of Parole - Inmates and Parolees

Location: Ontario Board of Parole. Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended, Part III; R.R.O. 1990, Reg. 778, as amended, Part II; Parole Act, R.S.C. 1970, c.P-2, as amended. Information Maintained: Name, date of birth, address, client number, employment, offence and sentence particulars, parole decisions, related correspondence, pre-parole reports, institutional reports, progress reports while on parole, warrant authorization and post-suspension reports. Uses: Decide whether or not to grant parole; monitor progress; decide whether or not to suspend/revoke parole. Users: Board members and support staff. Individuals in Bank: Institutional inmates and parolees. Retention and Disposal: Essential material - destroyed 5 years after end of year in which file was closed; non-essential material - destroyed after 1 year from the time the file was closed.

## Ontario Civilian Commission On Police Services

The Ontario Civilian Commission on Police Services has quasi-judicial powers in matters dealing with police discipline and misconduct.

## Personal Information Banks

### Police Act Disciplinary Appeals

Location: Ontario Civilian Commission On Police Services. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.63(8). Information Maintained: Appellant's name, employing police force. Uses: Determine and document appeal decisions. Users: Commission staff. Individuals in Bank: Individuals appealing decisions of a lower tribunal. Retention and Disposal: Not determined.

### Police Force Investigations and Inquiries

Location: Ontario Civilian Commission On Police Services. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.25(1). Information Maintained: Name, decisions and recommendations, investigation reports, transcripts of inquiries. Uses: Document the commission's decisions and recommendations. Users: Commission staff and Police Service Boards. Individuals in Bank: Individuals involved in inquiries and investigations, witnesses. Retention and Disposal: Not determined.



Special Constables Approved by Ontario Police Commission

Location: Ontario Civilian Commission On Police

Services: Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.53. Information Maintained: Individual's and agency's name, reasons for special constable appointment. Uses:

Determine suitability for appointment as special constable; maintain a record of appointments. Users: Commission staff and approving authorities. Individuals in Bank: Individuals applying for special constable status. Retention and Disposal: Not determined.

## **Ontario Police Arbitration Commission**

Under the Police Services Act, the Ontario Police Arbitration Commission monitors and evaluates the effectiveness of the police arbitration system, and makes recommendations for its improvement.

### **General Classes or Types of Records**

Arbitration Decisions

Minutes of Meetings

### **Personal Information Banks**

Register of Arbitrators

Location: Ontario Police Arbitration Commission. Legal

Authority: Police Services Act, R.S.O. 1990, c.P.15, sections 121-124, 131. Information Maintained: Name, address,

qualifications for designation as arbitrators, phone number,

awards. Uses: To choose an arbitrator to hear "interest" and

"rights" disputes in the police sector. Users: Commission

members and staff; police associations (municipal); police

services boards (municipal). Individuals in Bank: Candidates for

designation as arbitrators. Retention and Disposal: Not

determined.

### **Public Records**

Ontario Police Arbitration Award Index and Summary

Purpose: Reference. Legal Authority: Police Services Act,

Section 131(s). Information Maintained: Index, short phrases,

summaries. Retrievability: Index. Retention and Disposal: Not

determined. Access Procedures: Type of dispute; issue(s) in

dispute; date; arbitrator's name.

# ST. CLAIR COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
St. Clair College of Applied Arts and Technology  
2000 Talbot Road West  
Windsor, Ontario  
N9A 6S4  
(519) 972-2702

## Access

Freedom of Information and Privacy Coordinator  
St. Clair College of Applied Arts and Technology  
2000 Talbot Road West  
Windsor, Ontario  
N9A 6S4  
(519) 966-1656,

A public reading room for the review of manuals and other information is open during regular office hours at the Main (South) Campus, Windsor.

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Serving the counties of Essex and Kent, St. Clair College provides career-oriented education and training geared to local employment requirements in the areas of applied arts, business, technology and trades, community and industrial services, health sciences, social services, general education, continuing education, adult training, upgrading and apprenticeship. St. Clair College is responsible for providing courses and programs of a type and level beyond or not suited to the secondary school setting. It meets the needs of secondary school graduates, adults and out-of-school youths. It is responsible for enhancing effectiveness in the workplace, the quality of life for students, and for meeting the relevant needs of the college's communities by developing partnerships in training with business and industry.

St. Clair College is governed by a board of governors with the college President as chief executive officer. The college is organized into five sectors: Academic/Postsecondary, Access, Training and Partnerships, Administration and Thames Campus. The college provides programs, courses and services in Windsor, at the south (main) Campus, the Rhodes Campus, jobsOntario offices (Windsor and Leamington), the Youth Employment Counselling Centres (Futures), (Windsor and Chatham), and also in Wallaceburg. Administrative headquarters are located in Windsor at the South Campus, Talbot Road.

## Academic/Postsecondary Sector

The Vice President, Academic/Post-secondary is responsible for developing and delivering academic programs in the following areas: business and commerce, applied arts, health sciences, engineering, technology and trades. This sector is also responsible for the corporate functions of program development and evaluation. The focus is on developing a strong core of academic expertise to ensure education quality, standards, research and development, and evaluation. The focus is on developing a strong core of academic expertise to ensure educational quality, standards, research and development with the post-secondary, part-time and general education areas.

### Common Records

Day Care Registrants  
Dental Clinic Patients  
Ontario Basic Skills Program Trainees  
Student Appeals (disciplinary, administrative, academic)  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

### General Classes or Types of Records

Day Care Centre  
Dental Clinic  
Dining Lounge

### Manuals

Academic Policies and Procedures  
Student Complaint Procedures

## Access Sector

The Vice President, Access is responsible for the development and administration of the following services: admissions and registrations, student financial aid and liaison awards, Library Resource Centre, the Learning Placement Centre, testing, health services, student records, student housing, media and information services, athletics and student life, special needs, counselling, facilities, rental, bookstore, printing, human rights, Aboriginal Council, physical plant resources and parking. The focus is on the needs of students who require support systems.

### Common Records

Graduate and Alumni Records  
Health and Medical Records  
Library Users Lists  
Ombudsman/Human Rights Commission  
Ontario Student Assistance Program  
Parking Records  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Tests, Examinations and Assessments

**Vocational Testing and Counselling****Administration**

The Vice President, Administration is responsible for the development and planning of the following areas: financial operations, human resources and planning functions, operational review, freedom of information and protection of privacy, policy and procedures, and management information systems and services of the college. This area is responsible for the ongoing development of the strategic plan and the strategic management process, which sets the direction and establishes the future of the college. The focus is on creating a framework that permits and promotes synergy, individual growth, skill/task congruency and involvement, flexibility, creativity, confidence and accountability.

**Common Records**

Employee Personnel, Payroll and Benefits Records  
 Employment Equity Program  
 Freedom of Information and Protection of Privacy Act Requests  
 General Employment History and Payroll Information  
 Grievances and Applications  
 Health and Medical Records  
 Job Competitions and Applications  
 Professional Development  
 Teacher Workload Records (Standard Workload Form)  
 Travel/Expense Accounts  
 Workers' Compensation

**General Classes or Types of Records**

Staff Training Workshop and Conference Files

**Manuals**

Budget Process, Benefit Guide, Employment Equity, Hiring Practices  
 Fixed Assets Inventory  
 Guidelines on Operations, Finance, Payroll, and Property  
 Pay Equity, Personnel Policies

**Board of Governors**

The college is governed by a Board of Governors, which is appointed by the Ontario Council of Regents. The board consists of 12 appointed external members, four elected internal members and the President. The board is responsible for setting and controlling overall policy for St. Clair College, for the evaluation of the college's mission and direction, for setting of strategic corporate goals and for the development and maintenance of appropriate corporate controls. The board has three standing committees: Academic and Student Affairs, Property and Finance, and Audit.

**General Classes or Types of Records**

Building and Property Documents

**President's Office**

The President, as Chief Executive Officer, is appointed by and responsible to the Board of Governors and, with full authority, directs and manages the business and educational affairs of St. Clair College. The St. Clair College Alumni Association, Inc., the Student Athletic Association; the St. Clair Colleges Student Representative Council, Inc. (Windsor Campus), and the Thames Students Inc. (Chatham Campus) are independent organizations that operate under the auspices of the college's Board of Governors. The following sector heads report to the President: the Vice President, Academic/Postsecondary; the Vice President, Access; the Vice President, Administration; the Vice President, Training and Partnerships; and the Principal, Thames Campus.

**Common Records**

Board of Governors Membership

**Thames Campus**

The Principal, Thames Campus (Chatham) is responsible for developing and delivering academic programs in the following areas: applied arts, health services and engineering technology. The principal is responsible for the development and administration of the following services and activities: academic resources, counselling, recruitment, health services, student records, FUTURES, YECC, EASL, student housing, student job placement, student government, scheduling and statistics, and convocation. The focus is on addressing the needs of the student, community and college within Kent County with the philosophy of the organizational structure.

**Common Records**

FUTURES Program Applicants and Participants  
 Graduate and Alumni Records  
 Health and Medical Records  
 Library Users Lists  
 Ontario Basic Skills Program Trainees  
 Ontario Student Assistance Program  
 Scholarships and Awards  
 Student Appeals (disciplinary, administrative, academic)  
 Student Applications  
 Student Counselling  
 Student Registration and Academic History  
 Teacher Workload Records (Standard Workload Form)  
 Tests, Examinations and Assessments

**General Classes or Types of Records**

Staff Health and Medical Information  
 Student Placement

**Training Partnership Sector**

The Vice President, Training and Partnerships is responsible for the creation of a network of partnerships with industry, labour, education and other community groups for the purpose of



developing and delivering academic programs and allied services in the following areas: apprenticeship, project development, Ontario Skills Development, jobsOntario, Contract Training, Continuing Education, FUTURES, YECC. The focus is on the needs of the industrial sector, which requires partnerships with education.

**Common Records**

FUTURES Program Applicants and Participants  
Health and Medical Records  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Travel/Expense Accounts  
Vocational Testing and Counselling

**General Classes or Types of Records**

Student Placements

# ST. LAWRENCE COLLEGE SAINT-LAURENT

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## Head

Chair, Board of Governors  
St. Lawrence College Saint-Laurent  
2288 Parkedale  
Brockville, Ontario  
K6V 5X3  
(613) 345-0660

## Access

Freedom of Information and Privacy Coordinator  
St. Lawrence College Saint-Laurent  
2288 Parkedale Avenue  
Brockville, Ontario  
K6V 5X3  
(613) 345-0660



Public reading rooms for the review of manuals and other information are open during regular office hours at three campuses, which are located in Brockville, Cornwall and Kingston.

The mission of St. Lawrence College Saint-Laurent is to provide valued learning experiences which make a difference to the quality of human resources and to the social and economic development of our communities.

St. Lawrence College is governed by a Board of Governors and is organized into seven divisions. There are four Vice Presidents who report directly to the President: Vice President Administration and Finance, Vice President Academic Division, Vice President College Relations and Business Development and Vice President Human Resources and Student Services. In addition, the total quality facilitator, the director of Educational Technologies and the Director of Information Systems all report to the President. Administrative offices are located in Brockville.

## Academic

The six academic schools are responsible for all academic functions of the college. The college has three campuses, which are located in Brockville, Cornwall and Kingston. The Academic directors report to the Vice President Academic Division and have tri-campus responsibilities for their respective schools i.e. Applied Arts, Business, Continuing Education, Human Studies, Health Sciences, and Engineering Technology and Trades. These divisions also administer such government sponsored employment and skills/academic upgrading programs such as Ontario Basic Skills. In addition, the Director of Academic Planning reports to the Vice President, Academic Division.

## Common Records

Day Care Registrants  
Ontario Basic Skills Program Trainees  
Tests, Examinations and Assessments

## General Classes or Types of Records

Trades Updating Programs

## Manuals

Academic Policy Manuals  
Advisory Committee Guidelines

## Administration and Finance

The Vice President, Administration and Finance is responsible for budget administration, accounting, auditing and planning support. The department also provides purchasing and payroll services and shipping/receiving services. In addition, the director of physical resources reports directly to the Vice President, Administration and Finance; consequently services such as custodial, photocopy and physical plant are the responsibility of this division.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Travel/Expense Accounts

## Board of Governors

The Board of Governors is appointed by the Ontario Council of Regents and is responsible for establishing college goals and policies and overseeing college operations. The board has five standing committees: Community and Governance, Finance and Administrative Services, Human Resources, Student Affairs and Program Planning, and the Audit Committee (which meets on an as required basis).

## General Classes or Types of Records

Bylaws  
Minutes of Board and Standing Committees

## College Relations and Business Development

The following managers/directors report to the Vice President, College Relations and Business Development: Projects, International Education and Institutional Development, Client Services, Community Relations, Ontario Skills Development Office/Ontario Skills, FUTURES and Business and Industry Services.

## Common Records

Graduate and Alumni Records  
Health and Medical Records  
Library Users Lists  
Ontario Student Assistance Program

Scholarships and Awards  
 Student Appeals (disciplinary, administrative, academic)  
 Student Applications  
 Student Athletics and Fitness Programs  
 Student Registration and Academic History

## Human Resources and Student Services

The Vice President, Human Resources and Student Services is responsible for the college human resources plan which includes the coordination of staff retirement, promotions, transfers and terminations, the maintenance of employee records, training and development, succession and career planning, the interpretation and implementation of the collective agreements, grievance procedures and pay equity, and occupational health and safety. In addition, the directors of Student Services (which includes counselling and financial aid) and Wellness and Allied Services (including athletics/housing/student life and the health centre) report directly to the Vice President, Human Resources.

### Common Records

Career Planning/Training  
 Co-op, Work Term, Final Job Placements  
 Employee Personnel, Payroll and Benefits Records  
 Employment Equity Program  
 Graduate and Alumni Records  
 Grievances and Applications  
 Health and Medical Records  
 Job Competitions and Applications  
 Medical Information (Personnel)  
 Ombudsman/Human Rights Commission  
 Ontario Student Assistance Program  
 Professional Development  
 Scholarships and Awards  
 Student Athletics and Fitness Programs  
 Student Counselling  
 Teacher Workload Records (Standard Workload Form)  
 Vocational Testing and Counselling  
 Workers' Compensation

### Personal Information Banks

#### Graduate Student Questionnaires

Location: Human Resources and Student Services. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. c.M.19. Information Maintained: Name, address, postgraduate employment history. Uses: Compile statistical information for program evaluation; report to Ontario College Information System per Ministry of Education and Training requirement. Users: Placement staff, academic departments. Individuals in Bank: All college graduates. Retention and Disposal: Three years after graduation of student, then destroyed.

#### Special Needs Services Profiles

Location: Human Resources and Student Services. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, Special Needs Profile, including, address, assistive devices required, date of birth, diagnostic treatment records, medical and psychosocial data, nature of special needs. Uses: Assess special needs and determine accommodations and educational strategies for students; prepare statistical reports and referrals. Users: Special Needs counsellors. Individuals in Bank: Students with special needs - physical, sensory, learning, psychiatric or developmental. Retention and Disposal: Not determined; by shredding and deleting from computer.

## President's Office

Appointed by and responsible to the Board of Governors, the President is the chief executive officer responsible for managing the college's business affairs. The Office of the President provides administrative support to the Board of Governors and President, and directs strategic planning activities and operational reviews.

### Common Records

Board of Governors Membership

### General Classes or Types of Records

Advisory Committee Guidelines  
 Bylaws  
 Minutes - College Management Committee  
 Policies



# STADIUM CORPORATION OF ONTARIO LIMITED

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## Head

Minister of Finance  
President and Chief Executive Officer  
Stadium Corporation of Ontario Limited  
Suite 3000, 1 Blue Jays Way  
Toronto, Ontario  
M5V 1J3  
(416) 341-3663

## Access

Treasurer/Freedom of Information and Privacy Coordinator  
Stadium Corporation of Ontario Limited  
Suite 3000, 1 Blue Jays Way  
Toronto, Ontario  
M5V 1J3  
(416) 341-3663



A public reading room for the review of manuals and other information is open during regular office hours at Suite 3000, 1 Blue Jays Way, Toronto.

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The corporation was incorporated in August 1984 under the Business Corporations Act, 1982 (Ontario), and functions as a Crown agency reporting through the Treasurer of Ontario and Minister of Economics. It is charged with responsibility for the construction, operation and maintenance of the SkyDome stadium complex located in Metropolitan Toronto and is responsible for negotiating such financial, construction and leasing agreements as are necessary or of advantage to this purpose.

The corporation's sole division includes the following functional areas: Executive; Finance; Sales and Marketing, Public Affairs and Guest Services; Administration; Legal and Operations. Records are maintained within each area.

## Common Records

Employment Application Inventory  
General Employment History and Payroll Information

## General Classes or Types of Records

Annual Financial Statements  
Architectural Submissions  
Board of Directors' Meetings  
Calendar of Events  
Contractual Arrangements  
Design Competition Documents

# MINISTRY OF TRANSPORTATION

## Head

Minister of Transportation  
3rd Floor, Ferguson Block  
77 Wellesley Street West  
Toronto, Ontario  
M7A 1Z8  
(416) 327-9200

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Transportation  
Main Floor, East Building  
1201 Wilson Avenue  
Downsview, Ontario  
M3M 1J8  
(416) 235-4607

A public reading room for the review of manuals and other information is open during regular office hours in the Library Services Unit, Room 129, Central Building at 1201 Wilson Avenue, Downsview, telephone: (416) 235-4546.

The Ministry of Transportation is responsible for the establishment of an integrated transportation system that incorporates all modes of transportation and fosters the safe and efficient movement of both people and goods.

The ministry develops an integrated, safe and responsive transportation plan for the Province of Ontario; enhances and protects the environment; contributes to the development of all regions by providing access and improved local decision making; stimulates the economy and creates jobs; ensures value for money; and maximizes safety.

The Ministry of Transportation plans, designs, builds and maintains Ontario's highway system and provides subsidies and technical assistance to municipalities for road construction and maintenance. The ministry is also responsible for driver licensing and all aspects of motor vehicle licensing and safety.

The ministry provides transit subsidies for both capital and operating expenditures to municipalities across the province; promotes and provides funding for transportation for people with disabilities; plays an advocacy role representing Ontario business and industries in areas normally covered by federal jurisdiction or regulations, such as the marine, air, rail and road industries; and supports the development of new transportation technologies.

The ministry funds and operates 50 municipal airports throughout the province and 25 remote airports in northern

Ontario, where air travel is often the only mode available to inaccessible areas of the province. The ministry is also responsible for the maintenance and operation of ferry services at key points in the Great Lakes system.

## Deputy Minister's Office

### General Classes or Types of Records

- Communications and Public Education Branch: Audio Visual  
Slides, Negatives, Films: may be of value to commercial "image/photo" libraries, slides, etc. on variety of subjects, photographic negatives, 16mm audio-visual movie films, covers period of 19
- Customer Service Branch: Central Registry - Bench Marks: plans, binders; network of elevations/horizontal control regarding hwy. engineering drawings and construction works
- Customer Service Branch: Central Registry - Engineering  
Survey Plans: plates and plans; horizontal and vertical alignments, topographic features relating to highway/transportation facilities
- Customer Service Branch: Central Registry - Legal Survey Field  
Notes: survey field notes (note: in public record)
- Customer Service Branch: Central Registry - Property  
Agreements: property agreements in hard copy and microfilm (actual agreements) (already on public record)
- Customer Service Branch: Central Registry - Structural  
Drawings: plans; engineering construction plans with structural details
- Customer Service Branch: Freedom of Information and Protection of Privacy Office - FOI/POP requests information bank - handles all FOI/POP requests and clearances
- Customer Service Branch: MTO INFO - Maps: Ontario Road Map, Ontario Transportation Map Series (OTMS), Airport Map, Intercity Guide, county maps
- Customer Service Branch: MTO INFO - Road  
travel/construction information: information releases to media, fleet operators, etc. via printed information; includes packaging for radio and other media broadcasts
- Customer Service Branch: MTO INFO - Technical Manuals: engineering, structural design, drainage, maintenance, bridge code, survey and traffic control manuals for MTO
- Customer Service Branch: MTO INFO - Traffic Safety  
Material: handbooks (driver, motorcycle, airbrake, bicyclist's, school bus, recreational vehicle), seat belt information, safe driving brochures, bicycle safety
- Customer Service Branch: MTO Library Holdings - currently public access; contains printed, microfiche and other records, also access links to other library systems/networks

## Communications and Public Education Branch

The Communications and Public Education branch establishes communications policy for the ministry, advises other areas of the ministry on communications issues and provides

communications support to the Minister and Deputy Minister. Branch responsibilities include informing the public, client groups and the media about the ministry's activities in French and English; liaising with the media; producing and distributing audio-visual materials.

The branch also originates and coordinates programs and projects, stressing safety in the operation of cars and commercial vehicles, motorcycles, mopeds, bicycles, snowmobiles and school buses. Activities include developing and distributing school safety materials and seat belt information.

### General Classes or Types of Records

Communication Plans  
Legislative Statements  
New Releases  
Photos/Videos  
Speeches  
Various Safety/Education/Information Publications

### Publishing Management Office

The Publishing Management Office provides corporate leadership and direction in the management of document publication. Office responsibilities include the management of document design, production and distribution facilities for the publication of critical and/or sensitive documents, making available to the ministry offices the services for the management of creative resources ensuring effectiveness and efficiency in the design of documents, and consistent implementation of publication policies, standards and procedures. The office also provides reproduction and distribution management services to the ministry, ensuring high standards of service and effective use of resources.

The office develops and implements records management standards and procedures within the context of ministry publishing policies, standards and procedures, including government policy and legislation, e.g. the Freedom of Information and Protection of Privacy Act and the Archives Act.

### Customer Service Branch

The Customer Service Branch works in partnership with all programs and regional offices of the ministry to ensure the integration of customer service excellence with ministry policies, programs and processes.

The branch's Service Excellence Group supports the assessment of existing services and service approaches relative to public needs and expectations, identifies and encourages the implementation of new techniques and technologies that improve customer service and lead to customer satisfaction, and identifies and facilitates the sharing of information and

developments relating to customer service and service excellence throughout the ministry.

The branch develops links with organizations and agencies involved in customer service and total quality management, particularly among those relating to transportation issues. The MTO Library and Information Centre collection at 1201 Wilson Avenue, Central Building includes management/customer service books, reports, and video and audio tapes.

The branch is responsible for administering the ministry's employee reward and recognition programs: Ideas and Valuable Individual Performer (VIP).

### MTO Info

MTO INFO is responsible for ensuring the effective distribution of ministry products and information. MTO INFO includes the Map Sales Unit (235-4MTO(4686) or 1-800-268-4MTO(4686), which markets ministry maps including Ontario road maps as well as selected ministry manuals; the Central Registry (235-4339), which makes available transportation-related contract drawings and plans (engineering, local roads, patrol yard, etc.), as well as other transportation-related documentation (work orders, design criteria, etc.); the Highway Information Service (235-1110; toll-free 1-800-268-1376) and cellular \*ROAD (\*7623), which operates a year-round telephone reporting service on the condition of roads and highways in Ontario. For local road information, contact the ministry's regional or district offices listed under the Operations Division entry. The Highway Information Service also publishes road bulletins and other road conditions material. Persons with hearing disabilities, who have access to the teletype (TDD) network device, can call 235-4902.

### General Classes or Types of Records

Fact Sheets

### MTO Library Service

MTO Library provides reference and information services to the ministry and its agencies. Limited service is provided to other ministries, federal, provincial and municipal agencies, researchers, consultants and the general public.

MTO Library is the designated reading room and provides public access to ministry publications, manuals and internal procedures. The collection includes electronic, print and audio-visual materials in subject areas that relate to the ministry's areas of responsibility, including research reports, standards, specifications, annual reports and conference proceedings. Special collections include all Transportation Research Board publications, American Association of State Highway and Transportation Officials (AASHTO) reports, American Society for Testing Materials (ASTM) standards and



reports, Statistics Canada reports (microfiche) and the Society of Automotive Engineers (SAE) publications.

MTO Library services include electronic searching for materials, acquisition and on-demand photocopying (ministry only), inter-library loan, and publication of the current awareness bulletins "Library News," video update and "Journal Contents," which advertise the library's latest acquisitions.

#### **Common Records**

Library Users Lists

### **French Language Services Office**

The French Language Services Office assists in the planning and delivery of customer services in French; coordinates and monitors the ministry's provision of French language services; and reviews, develops and implements ministry policies and procedures regarding services in French.

### **Employment Equity Office**

The Employment Equity Office provides advice and consultative expertise to ministry staff in the development of a broad range of initiatives designed to improve the labour force status of members from designated groups and support their full participation in the workplace. This includes special activities to diversify the occupational distribution of aboriginal peoples, francophones, persons with disabilities, racial minorities and women.

#### **Common Records**

Ombudsman/Human Rights Commission

Workplace Discrimination and Harassment Prevention Program

### **Freedom of Information, Privacy and Ombudsman Office**

The Freedom of Information, Privacy and Ombudsman Office responds to requests for information made by the public under the Freedom of Information and Protection of Privacy Act, monitors implementation of government's policy on the protection of individual privacy (personal information) within the ministry, responds to enquiries from the Ombudsman Ontario, coordinates ministry responses to the Ontario Human Rights Commission and provides information to the public through the FOI reading room located in the ministry library at 1201 Wilson Avenue.

#### **Common Records**

Freedom of Information and Protection of Privacy Act Requests  
Ombudsman/Human Rights Commission

#### **Manuals**

Freedom of Information and Protection of Privacy Procedures  
Manual

### **Internal Audit Branch**

The Internal Audit Branch provides audit services to management within the ministry by conducting comprehensive reviews and appraisals of financial and management controls; reviews and appraisals of existing electronic information systems and the development of new systems; and investigations of suspected fraud, wrongdoing or other issues.

#### **Common Records**

Tests, Examinations and Assessments

### **Legal Services Branch**

This branch provides the ministry with legal services, including advice on driver and vehicle licensing matters (235-4408). The branch provides advice to the ministry on the interpretation of statutes and regulations and assists in the preparation and review of proposed legislation, regulations and other legal documents such as contracts. It also coordinates ministry prosecutions and litigation, participates in the settlement of claims and appears before administrative tribunals. The branch is staffed by the Ministry of the Attorney General. One member of the branch is located at the ministry's Eastern Region at Kingston (613-545-4720).

### **Assistant Deputy Minister - Corporate Services**

The Assistant Deputy Minister is responsible for all corporate services as listed below.

#### **General Classes or Types of Records**

Financial Records

### **Downsview Corporate Services Centre**

The Downsview Corporate Services Centre is comprised of nine main sections that provide general administrative, human resource, financial, purchasing, supply, warehouse, postal, accommodation and telecommunication services to all staff and locations in Central Region, Burlington Office, Drivers and Vehicles Offices and the Downsview Complex. In addition, it provides technological and occupational health and safety services to all employees and locations in Central Region, Downsview Corporate Services Centre (including Burlington Remote Services Office) and to the Region's Drivers and Vehicles Offices.

#### **Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card

Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Parking Records  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

## General Classes or Types of Records

Area Advisory Committee Issues  
Classifications  
Contracts and Tenders  
Ministry Asset Disposal (sales and auctions)  
Ontario Vehicles and Fuel Purchasing  
Qualification Rating System for Contractors  
Relocation/Redeployment Issues  
Supply and Services

## Corporate Operations Office

The Corporate Operations Office is comprised of three main sections: Fleet Administration Section (Telephone 235-4898, Fax 235-3844), Room 135, Central Building) plans, promotes and administers a government-wide program to enhance the management of the government's motor vehicle fleet and to reduce the government vehicle transportation costs; Corporate Materials Management Section (235-3765, Fax 235-3923, Room 143, Central Building) provides corporate procurement and inventory planning, purchases of all vehicles/equipment, petroleum products, tires and establishes consolidated purchasing contracts; Tenders Section (Telephone 235-3776, Fax 235-3923, Room 146, Central Building) provides public tendering service for Head Office engineering and supply contracts. This office is also responsible for the existing, planning and negotiation of service centres on Highways 400 and 401; monitors food services within the Downsview Complex (235-3776, Fax 235-3923, Room 143, Central Building); Corporate Facilities Management Planning Section (Tel. 235-3766, Fax 235-3923, Room 142, Central Building) provides corporate accommodation and telecommunications planning, policy development and maintenance, as well as develops and administers the ministry's Energy Efficiency Program.

## General Classes or Types of Records

Contracts and Tenders  
National Institute of Government Purchasing  
Ontario Vehicles and Fuel Purchasing  
Purchase Order Register  
Qualification Rating System for Contractors  
Service Centre Administration  
Standard Bidders Request Forms  
Supply Contracts  
Tender Record Ledger

## Financial Planning and Evaluation Branch

The Financial Planning and Evaluation Branch provides the ministry with financial direction, planning, management and accounting services, and serves as financial liaison with Management Board and Treasury Board, the Provincial Auditor and other Ontario government ministries and agencies.

The branch is organized into five main functional areas:

Corporate Budget, Corporate Priority Setting, General Corporate Accounting (including payroll, accounts payable, and revenue), Corporate Financial Systems and Corporate Claims (including insurance claims against the government and claims by the Crown).

## Common Records

Career Planning/Training  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Travel/Expense Accounts

## General Classes or Types of Records

Employee Bodily Injury Claims Files  
Finance  
Highway Improvement Claim Files  
Motor Vehicle Accident Claim Files  
Non-Ministry Motor Vehicle Accident Claim Files  
Property Damage Claims Files  
Well Claim Files

## Manuals

Finance

## Personal Information Banks

### Home-Owner Employee Relocation Plan

Location: Financial Planning and Evaluation Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.4, s.24(d); R.R.O. 1990, Reg. 977, s.4(1). Information Maintained: Name, address, position, relocation date. Uses: Record an employee's interest in entering the program; guarantee the price of his/her property. Users: Financial Branch staff. Individuals in Bank: Ministry employees being relocated and needing to sell their homes. Retention and Disposal: Not determined.

### Legal Claims (accident, damage or injury)

Location: Financial Planning and Evaluation Branch. Legal Authority: Claims by the ministry - Highway Traffic Act, R.S.O. 1990, c.H.8, s.199(3); claims against the ministry - voluntary. Information Maintained: Name, address, police reports, type of claim. Uses: Assist the government in recovering costs of damage to Crown property; defend claims made against the government. Users: Financial Planning and Evaluation Branch staff, the Crown's insurers and their agents involved in claims. Individuals in Bank: Individuals involved with the ministry. Retention and Disposal: Seven years after settlement of claim, then destroyed.

## Priority and Funding Development Office

The Priority and Funding Development Office establishes funding strategies and priorities for various transportation modes (highway, GO transit, municipal transit, municipal roads and aviation) to reflect government objectives/policies and long-term transportation system needs. The office also secures sufficient funding from the government and makes appropriate allocations to various modes.

## General Classes or Types of Records

Ministry of Transportation Directives

## Human Resources Branch

The Human Resources Branch provides consulting services to head office line managers and functional leadership to regional personnel staff in all matters relating to human resource management.

The branch's functions include establishing human resource management policies and procedures; implementing new initiatives; directing workplace innovation strategies; designing, implementing and managing a workforce planning function; developing programs to encourage the practice of good health and safety habits in the workplace; training and development of management and staff; and providing input to collective agreement on matters affecting working conditions.

It also provides administrative service regarding employee benefits and group insurance, classification, staffing, employee relations, pay administration, redeployment and retraining services.

## Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Performance Management  
Student Applications  
Workers' Compensation

## Manuals

Personnel

## Personal Information Banks

### Human Resources Inventory

Location: Human Resources Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.25(1). Information

Maintained: Name, employee number, social insurance number, date of birth, education. Uses: Maintain an inventory of ministry personnel; career development purposes (promotions and competitions). Users: Human Resources staff, Corporate Management Committee, senior executives and managers. Individuals in Bank: Ministry employees (job classification level 12 and up). Retention and Disposal: Not determined.

## Information Systems Branch

The Information Systems Branch is responsible for the development of the information resource environment that supports the delivery of the ministry's business.

The branch manages the development of strategic and operational information technology plans that define how the ministry will use information technology to achieve business objectives.

Information Systems Branch is responsible for the development and operation of the ministry's technical architecture that links all ministry offices across the province. This facility provides a common base for computer communications, a common applications development environment, and facilitates the sharing of information through administrative, transportation and engineering systems. The branch also develops and maintains ministry-wide systems and data bases, as well as policies, standards and guidelines for the management of information technology.

Other services to the ministry include consulting, information technology training, data security coordination, data administration and technical support for hardware, software and the data communications network.

The branch consists of three offices: Planning and Client Support, Technology Management and Information and Applications Management.

## Assistant Deputy Minister - Safety and Regulation

The division promotes safety on Ontario's highways by assisting in the promotion and coordination of highway safety activities in the public and private sectors. It develops, monitors and evaluates educational, regulatory or policy initiatives, designed to influence the qualification, behaviour and attitudes of drivers and other road users and the use of safety related vehicle equipment; conducts highway safety research primarily in the driver-behaviour area; disseminates highway safety information, data and research findings; and publishes the Ontario Road Safety Annual Report. The legislation and regulation involves primarily the Highway Traffic Act, Motorized Snow Vehicles Act and Off Road Vehicles Act.



## Business Services Office

This office's mandate is to develop and manage business and resource, financial planning, priority setting and evaluation services to Safety and Regulation Division by monitoring the use of resources to ensure efficient and effective service and taking corrective action when required, undertaking financial and human resource assessment and development activities, and by supporting the division planning committee activities and the division head in the strategic management and communication of the business plan and priorities.

### Manuals

Financial Control

## Business and Technology Integration Group

The Business and Technology Integration Group is responsible for portfolio management support for safety and service initiatives, the development of business/technology strategies, market research and business case development within the Safety and Regulation Division.

## Compliance Branch

Each of the following offices in the branch carries out specific functions.

## Carrier Control Office

The Carrier Control Office investigates purported contraventions under the Motor Vehicle Transport (federal), Truck Transportation (provincial), Public Vehicles (provincial) and Highway Traffic Acts. It monitors the operational performance of truck and bus operations through the Commercial Vehicle Operator Record and initiates control and sanction proceedings against offenders for the aforementioned Acts. The Enforcement Liaison Section monitors commercial vehicle enforcement programs and acts as a focal point for National Safety Code initiatives and relations with other jurisdictions.

### General Classes or Types of Records

CVOR Facility Audit Information (Truck/Bus)

### Manuals

None

## Carrier Licensing Office

The Carrier Licensing Office administers the Public Vehicles Act, the Truck Transportation Act and the Motor Vehicle Transport Act, 1987. The office issues operating licences under the Public Vehicles Act (PV), e.g. bus and charter bus operations and "for-hire" trucking, including load broker certificates under the Truck Transportation Act (TTA). These operating licences are necessary for buses and trucks operating in a "for-hire" environment beyond municipal boundaries. The

office also administers the issuance of operating licences for "for-hire" bus and truck operations under the Motor Vehicle Transport Act (Canada), 1987. This Act covers for-hire transportation across the provincial boundaries, including corridor movements through the province.

In addition, the office issues licences under the Highway Traffic Act to Motor Vehicle Inspection Stations and registers mechanics to inspect vehicles in the class authorized. Permits for oversize and overdimensional vehicles are also issued by the office.

The issuance of Commercial Vehicle Operator Registration Certificates is also controlled by this office. These certificates are issued under the authority of the Highway Traffic Act.

Applications for a cartage licence to transport goods within the boundaries of a municipality should be made to the Clerk's Office of that municipality.

## Operational Policy and Standards Office

The Operational Policy and Standards Office promotes the uniform delivery of safety programs for the truck and bus industry, the public and the ministry's enforcement staff, by providing education, direction and technical expertise.

The office develops and implements regulations, policies/procedures and field training in support of the ministry's commercial vehicle safety and regulatory enforcement activities. The office has policy responsibility for the province-wide network of motor vehicle inspection stations, highway inspection stations, the transportation of dangerous goods, the National Safety Code and the Commercial Vehicle Safety Alliance.

### General Classes or Types of Records

Enforcement Operational Policies and Procedures

### Manuals

Carrier Policy  
Enforcement Procedures  
MVIS Program Procedures  
Oversize/Overweight  
Systems Procedures  
Vehicle Inspection Enforcement Procedures Guide

## Vehicle Standards Office

The Vehicle Standards Office provides consulting services to the ministry, other government agencies and the public on vehicle-related legislation and regulations, vehicle safety standards, and vehicle performance and handling characteristics.

### Manuals

Vehicle Inspection Enforcement Procedures  
Vehicle Policy

## Vehicle Registration

### Vehicle Weight Review Project Office

The Vehicle Weight Review Project Office will be examining legislation, regulations and operational policies, pertaining to commercial vehicles with a view to developing user-friendly and forward-looking legislation that will address Ontario's needs for improved highway safety.

### General Classes or Types of Records

Vehicle Standards, Specifications, Inspection and Investigations

### Licensing and Control Branch

The Licensing and Control Branch regulates qualifications and performance, and maintains licensing, registration and conviction records for drivers and vehicles. The branch also provides driver and vehicle information to the public, the courts and law enforcement agencies. For inquiries concerning vehicle licensing, driver control (suspensions, demerit points), driver licensing (renewals, change of address), and the Canadian Agreement on Vehicle Registration, call 235-2999/ or contact the nearest regional or district Drivers and Vehicles Office (see Operations Division, Drivers and Vehicles Office).

### Common Records

Freedom of Information and Protection of Privacy Act Requests

### General Classes or Types of Records

Canadian Agreement on Vehicle Registration (CAVR)  
Driver Examination Centres Licence Issuing Report  
Driver and Vehicle Licence Office  
Garage Licences, Applications and Cancellations  
Log of Licence Plate and Driver Record Searches  
Ministry of Finance Sales Tax Records  
Program (operation of a vehicle in two or more jurisdictions)

### Manuals

Automated Driver Exchange  
Distributed Automated Booking System  
Driver Improvement Counsellor  
Driver Policy  
Photo Licensing - Field Operations

### Personal Information Banks

#### Accident Claims - Suspension Documents

Location: Licensing and Control Branch.Legal Authority: Motor Vehicle Accident Claims Act, R.S.O. 1990, c.H.8, s.4(6).Information Maintained: Name, address, driver's licence number and relevant court documents to suspend driver.Uses: Record the request of the Motor Vehicle Accident Claims Fund for action against an individual indebted to the fund.Users: Designated Licensing and Control Branch staff.Individuals in Bank: Individuals under review for non-payment or who are currently in the process of paying a motor vehicle accident

claim.Retention and Disposal: Paper retained 2 years, then destroyed; microfilm retained indefinitely.

#### Criminal Records - Search Reports

Location: Licensing and Control Branch.Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.32 and s.58; R.R.O. 1990, Reg. 578, s.6.Information Maintained: Name, address, date of birth, driver's licence number, sex, height, eye colour, vision, restrictions/endorsements and report of criminal record.Uses: Determine eligibility for a school bus driver's licence or driving instructor's licence.Users: Driver Review and Control staff.Individuals in Bank: Individuals applying for school bus driver's licence, classes B and E or a driving instructor licence.Retention and Disposal: After decision made, file microfilmed and paper copy destroyed; microfilm retained indefinitely.

#### Driver Improvement Counselling - Interview Records

Location: Licensing and Control Branch.Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.32(12); O. Reg. 359/81, s.4.Information Maintained: Name, address, copy of driving record and driver's interview results, date of birth, driver's licence number.Uses: Review results of demerit point interviews and make recommendations.Users: Driver Review and Control staff.Individuals in Bank: Individuals whose driving record is under review due to demerit point accumulation.Retention and Disposal: Paper retained several months; microfilm retained indefinitely.

#### Driver's Licences - Source Documents

Location: Licensing and Control Branch.Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.32(12); O. Reg. 578/81, s.4.Information Maintained: Name, sex, date of birth, address, driver's licence number, any conditions or endorsements, the original application, renewal, replacement and amendment documents.Uses: Produce a driver's licence.Users: Authorized branch staff.Individuals in Bank: Individuals applying for a driver's licence (original, renewal or replacement).Retention and Disposal: Paper retained one month, microfilmed, then destroyed; microfilm retained 10 years, then destroyed.

#### Driver-Related Court Documents (including appeals and judgments)

Location: Licensing and Control Branch.Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.198.Information Maintained: Name, address, driver's licence number, appeals and judgments, court decisions.Uses: Maintain up-to-date records of driver's licence status.Users: Driver Review and Control staff.Individuals in Bank: Individuals receiving a suspension or conviction, or appealing a judgment.Retention and Disposal: Paper retained two years; microfilm retained indefinitely.

#### Drivers and Vehicles - Correspondence Files

Location: Licensing and Control Branch.Legal Authority: Voluntary.Information Maintained: Name, address, driver's licence number or vehicle plate number, or copy of driving



record.Uses: Provide information for enquiries and evidence in court; update or correct records.Users: Branch staff.Individuals in Bank: Individuals making enquiries regarding driver's or vehicle licences, or their driving record.Retention and Disposal: Correspondence concerning drivers - paper retained 1 month, microfilm retained 5 years, then destroyed; correspondence concerning vehicles - paper retained 5 years, then destroyed; driver-improvement records retained until file closed, then microfilmed onto the driving record.

## Drivers' Medical Case Files

Location: Licensing and Control Branch.Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.203(3), s.204(3) and s.32(15); R.R.O. 1990, Reg. 578, s.11(a).Information Maintained: Name, address, date of birth, driver's licence number, medical advisory committee, medical information and vision test results.Uses: Conduct vision and/or medical review/evaluation on a driver to ascertain if a licence should be issued, suspended or renewed.Users: Driver Review and Control staff, Medical Advisory Committee members, Licence Suspension Appeal Board, deputy registrar and registrar.Individuals in Bank: Individuals requiring a medical certificate for a driver's licence or licence renewal, requesting a waiver of medical standards for a classified driver's licence.Retention and Disposal: Paper retained until file closed; microfilm retained indefinitely.

## NSF Cheques

Location: Licensing and Control Branch.Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8; R.R.O. 1990, Reg. 578, s.17.Information Maintained: Name, address, copy of NSF cheque, telephone number, vehicle permit and/or driver's licence numbers.Uses: Collect revenues owing; suspend driver's licence and/or vehicle permit; and/or deny certain transactions pending payment.Users: Licensing Operations and Licensing Assistance staff, Financial branch staff, Audit staff.Individuals in Bank: Individuals whose cheques have been returned NSF to the ministry for payment of driver's licence and/or vehicle registration fees.Retention and Disposal: When closed, file microfilmed and paper copy destroyed; microfilm retained 10 years, then destroyed.

## No-Fault Collisions - Occurrence Reports

Location: Licensing and Control Branch.Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.205.Information Maintained: Name, address, driver's licence number, occurrence of reportable collisions.Uses: Maintain completeness of driving records; evaluate complete driving records in driver-counsellor interviews.Users: Licensing and Control Branch staff, Driver Improvement Counsellors.Individuals in Bank: Drivers involved in reportable collisions to whom police collision reports attribute no fault.Retention and Disposal: Not determined.

## Permanently/Temporarily Valid-Without-Photo Driver's Licences - Applications

Location: Licensing and Control Branch.Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.6.Information

Maintained: Name, address, correspondence, driver's licence number, driver's religious beliefs, driving record, religious organization to which driver belongs, sworn affidavit from religious leader confirming person's beliefs.Uses: Determine eligibility for permanent or temporary valid-without-photo status.Users: Operational Policy staff, Licensing Assistance staff, Legal Office, Licensing and Control senior management.Individuals in Bank: Individuals applying for Permanently/Temporarily Valid-Without-Photo driver's licences.Retention and Disposal: Paper retained 5 years; microfilm retained 10 years, then destroyed.

## Refund Records

Location: Licensing and Control Branch.Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.5(5); R.R.O. 1990, Reg. 578, s.17 and s.18.Information Maintained: Name, address, driver's licence number, plate number, telephone number amount of refund and reason for refund.Uses: Record refunds issued for record searches, accident reports, and other driver- or vehicle-related fees.Users: Licensing Operations and Revenue Control staff, Financial Branch staff and Ministry of Treasury and Economics accountants.Individuals in Bank: Individuals requesting a refund.Retention and Disposal: When closed, file microfilmed and paper copy destroyed; microfilm retained 10 years, then destroyed.

## School-Bus Drivers and Driving Instructors - Interview records

Location: Licensing and Control Branch.Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.32 and s.58; R.R.O. 1990, Reg. 578, s.6.Information Maintained: Name, address, copy of driving record, counsellor's interview report, criminal record.Uses: Determine an applicant's eligibility for a class B, E or driving instructor licence.Users: Driver Improvement staff and deputy registrar.Individuals in Bank: School bus driver/driver instructors applicants rejected for a class B, E or driving instructor licence.Retention and Disposal: Paper retained up to 1 year; microfilm retained indefinitely.

## Young Offenders' Files

Location: Licensing and Control Branch.Legal Authority: Young Offenders Act, R.S.C. 1980-81-83, c.110.Information Maintained: Name, address, date of birth, driver's licence number, action and progress reports, driving convictions, education, family and medical information, legal documents, offence particulars, periods of control.Uses: Young offenders' files of convictions and driver's licence status are flagged to protect drivers under the age of 18.Users: Branch staff.Individuals in Bank: Convicted drivers aged 16 and 17.Retention and Disposal: When driver becomes 18 years of age, file becomes part of public record. File is maintained for 5 years then destroyed.

## **Ontario Road Safety Task Force**

The Ontario Road Safety Task Force, established in February 1991, is responsible for developing the organizational, financial and business requirements for the Safety and Regulation



Division of the Ministry of Transportation. The task force is committed to involving all interested parties, both externally and internally, in the development and implementation of safety programs to make road safety a shared responsibility.

### **Safety Information Technology Branch**

The Safety Information Technology Branch provides information technology services to the operational units in the Safety and Regulation Division. This includes the development and maintenance of the driver, vehicle and carrier computer applications, support for the province-wide telecommunications network, business analysis, microcomputer development service, strategic planning and information resource management.

### **Emerging Technologies and Information Systems Office**

The Emerging Technologies and Information Systems Office provides analysis, evaluation and implementation of information systems and emerging technologies that support the business strategies of the Safety and Regulation Division. The division's day-to-day operational systems are also maintained through this office's production control services and support of the on-line, province-wide data communication network.

### **Systems Development and Support Office**

The Systems Development and Support Office provides new computer applications development, enhancements and support for the division's operational systems, incorporating full system development, life cycle support and project management.

#### **General Classes or Types of Records**

Systems Development, Improvement and Support

### **Systems Planning and Control Office**

The System Planning and Control Office provides information technology planning, contingency planning, data administration, data base administration, systems management and Application Development Support Services.

### **Safety Policy Branch**

The Safety Policy Branch promotes safety through the work of the following offices.

### **Community Safety Office**

The office develops community networks and liaison for delivery of road safety programs and monitors road safety activity through liaisons with stakeholders and other jurisdictions.

### **Road User Policy Office**

The office promotes safety on Ontario's highways by coordinating highway safety activities in the public and private sectors. It develops, monitors and evaluates legislative, regulatory and policy initiatives, designed to influence the qualification, behaviour and attitudes of all road users and the use of safety-related vehicle equipment. The legislation and regulation primarily involve the Highway Traffic Act, Motorized Snow Vehicles Act and Off Road Vehicles Act.

#### **General Classes or Types of Records**

Correspondence

Highway Safety Initiatives and Policies

### **Safety Research Office**

The office conducts highway safety research, primarily in the driver behaviour area; disseminates highway safety policy information, data and research finding; and publishes the Ontario Road Safety Annual Report.

#### **General Classes or Types of Records**

Annual Statistics - Drivers

Annual Statistics - Motor Vehicle Collisions

Annual Statistics - Vehicles (types, registrants, etc.)

Correspondence

#### **Manuals**

Classification and Reporting of Motor Vehicle Accidents

## **Operations Division**

Operations Division is responsible across the province for building and maintaining the provincial highway system; delivery of municipal road and transit subsidies; and undertaking driver examination, vehicle inspection and highway carrier enforcement. This is done through the Resources Management Branch at head office and through 5 Regional Offices, 12 Engineering District Offices and 15 Driver and Vehicle District Offices.

The 5 Regional Offices are responsible for route planning, design, construction and maintenance activities related to the provincial highway system; the field administration of the driver and vehicle responsibilities; and the delivery of the municipal road and municipal transit subsidies. These regional functions are described in more detail below.

The 12 Engineering District Offices manage the summer and winter maintenance of the provincial highway system and assist municipal authorities in developing and maintaining a system of roads and streets that meet municipal needs, and are complimentary to the provincial highways system. The district offices advise on construction and maintenance techniques, when requested, and authorize payment of ministry subsidy

funds to municipalities. In unorganized territories, construction or maintenance of local roads is carried out in cooperation with land owners. The district offices also provide information on the condition of provincial roads and highways, and permits for entrances onto provincial highways. Permits for advertising signs and buildings/structures adjacent to the highway are issued through the district offices.

The 15 Driver and Vehicle District Offices provide driver examination, vehicle inspection and highway carrier enforcement functions. The offices hold driver examination tests for various classifications of drivers of motor vehicles, including motorcycles, and for driver education instructors. Drivers licences are issued at 64 full-time centres and 98 travel points. Offices throughout the province conduct demerit system and driver-improvement interviews. The vehicle inspection function involves inspection of commercial motor vehicles, monitoring of school and non-commercial bus inspection, issuance of safety standard certificates and operation of portable and permanent inspection lanes. Highway carrier officials inspect commercial motor vehicles for compliance with weight and licence legislation. Oversize/overweight permits are issued in districts on an annual project and single-trip basis.

### **Area Corporate Service Centres**

Regional and district offices provide financial, human resources, purchasing and supply, and support services to all program staff operating out of regional/district and field offices. These services include payroll and related items; processing accounts for payment; maintaining cost records and budgets; recovery of expenditures (e.g. shareable work, damage to Crown property); purchasing goods and/or services and stockkeeping; supply and service tenders; communications (telephone, teletype); recruitment, classifications, counselling of staff, etc.; newspaper advertising; secretarial support, furniture and office equipment ordering; and record maintenance. The Service Centres provide services from the following locations; Downsview Area Corporate Service Centre, Eastern Region, Northern Region, Northwestern Region and Southwestern Region.

#### **Common Records**

Central Attendance Recording System (CARS)  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Travel/Expense Accounts  
Workers' Compensation

### **Regions and Districts**

Regions and districts perform program delivery functions for the Operations, Policy, Planning, Safety and Regulation, Administration programs and, in northwest region only, the Air Program. Each of the five regions is responsible for a defined geographic part of the province. Some functions are performed at the regional level, while others are delivered at the district level. Each region is divided into both Provincial Highways, and Driver and Vehicles Districts.

#### **Common Records**

Central Attendance Recording System (CARS)  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Travel/Expense Accounts  
Workers' Compensation

#### **General Classes or Types of Records**

Asset Disposal  
Compass, Contracts, Tenders  
Construction Files  
Construction Tenders, Work Orders, Plans, Schedules and Reports  
Corridor Control Reviews and Activities  
Driver Examination Centres (operations and production)  
Electrical Design  
Employees' Training Plan  
Employment Equity Plan  
Engineering Services  
Geotechnical Soils, Aggregates, Data  
Highway Pavement Conditions, Drainage and Hydrology  
Highway Planning and Design  
Highway Strip, County Site and Militia Maps  
Land/Transfer/Acquisition  
Long-Term Municipal Transportation  
Maintenance Inspectors' Reports  
Maintenance Work Orders  
Ministry Agreements (re: permits, property, maintenance, utilities)  
Municipal Roads Subsidies  
Planning and Design Work Project Files  
Remote Airports Construction and Maintenance  
Road Needs  
Staff Safety  
Structural Reports and Inventory  
Traffic Management Records (signs, signals, and traffic count data)  
Vehicle Inspection  
Winter Maintenance and Sanding/Salting Reports

## Manuals

Drive Vehicle  
Equipment  
Finances  
General Administration  
Maintenance  
Ministry of Transport Directives  
Personnel  
Procedure  
Supply and Services  
Traffic

## Construction Office

Through five Regional Construction Offices, the ministry administers and supervises contracts for the construction of new highway facilities and for rehabilitation and upgrading of the existing highways. These offices are located at the five regional offices listed under this ministry's Operations Division entry.

### General Classes or Types of Records

Annual Road Construction Programs - Computer Listing (PIMS)  
Construction Resources Evaluation Program (CREP) -  
Computer Listing  
Highway Program Project Files

## Drivers and Vehicles Office

The Drivers and Vehicles Office provides driver examination, vehicle inspection and highway carrier enforcement programs through 5 regional and 15 district offices in the province.

### Personal Information Banks

#### Driver Improvement Counselling - Interview Records

Location: Drivers and Vehicles Office. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.32(12); O. Reg.359/81, s.4. Information Maintained: Name, address, copy of driving record and driver's interview results,, date of birth, driver's licence number. Uses: Review results of demerit point interviews and make recommendation. Users: Driver Review and Control staff, manager, deputy registrar and registrar. Individuals in Bank: Individuals whose driving record is under review due to demerit point accumulation. Retention and Disposal: Paper retained several months; microfilm retained indefinitely.

#### Learner Permits - Application

Location: Drivers and Vehicles Office. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8. Information Maintained: Name, address, height, sex, date of birth, conditions or endorsements. Uses: Maintain records of all class L and R licences; record dates of road tests. Users: Drivers and Vehicles Office staff. Individuals in Bank: Individuals applying for a driver's licence. Retention and Disposal: One year, then destroyed.

#### Vision Test Results

Location: Drivers and Vehicles Office. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.32(14); R.R.O. 1990, Reg. 585, s.12. Information Maintained: Name, address, vision test results. Uses: Ensure that individuals applying for driver's licences have adequate vision. Users: Drivers and Vehicles staff. Individuals in Bank: Individuals applying for driver's licences. Retention and Disposal: Passed certificates, not determined; failed certificates destroyed after 1 year.

## Engineering and Right-Of-Way Office

An Engineering and Right-of-Way Office is located at each of the ministry's 5 regional offices, listed under the Operations Division entry. Each office manages all pre-construction engineering activities, environmental assessment, property acquisition and disposal required for the ministry's highway improvement programs. The Planning and Design Section prepares preliminary designs and assessments of existing and future highway systems; produces detailed project and contract designs; coordinates activities to ensure that detailed design contract packages conform to the Environmental Assessment Act; and ensures compatibility of public and private developments with existing highway facilities and future improvements. The Surveys and Plans Section provides all engineering and land surveys and aerial photograph interpretation in the region. The Property Section acquires, manages, leases and sells the ministry's property holdings. The Geotechnical Section conducts investigations and evaluations of existing soil conditions, recommends embankments and pavement designs, specifies retaining wall and culvert foundation capacities, and identifies and tests aggregate sources suitable for use by ministry contractors. The Structural Section undertakes structural and hydrological designs.

## Information Technology Office

The Information Technology Office is located in this ministry's Central Region (see the Operations Division entry). Activities include providing computer services planning, implementation and operational support. The Area Corporate Service Centres support these functions in the other regions.

## Maintenance Office

The highway maintenance activity for all districts in the region is coordinated, approved and monitored through the regional offices (see list under this ministry's Operations Division entry). They manage construction and maintenance programs associated with patrol yards and buildings. Through their Traffic Section, the offices collect traffic statistics, conduct traffic operations studies, determine road information, sign and traffic signal locations, and provide traffic engineering services, upon request from external and internal authorities.



## Remote Northern Transportation

This office, located in the northwestern regional headquarters, is responsible for the construction and ongoing operation of remote airports in northern Ontario. For information on provincial policy on aviation matters, see this ministry's Aviation Office entry.

## Policy and Planning Division

The Policy and Planning Division is responsible for all aspects of transportation planning for the province. This includes the development of strategic multi-modal and multi-jurisdictional transportation lanes for the movement of people and goods in all parts of Ontario, the formulation of strategies to guide investments in all transportation modes, the development of funding strategies for capital investments and support of our transportation industry through research and development.

### General Classes or Types of Records

1990 Commercial Vehicle Survey, Queen Elizabeth Way  
Air Carrier Services (fares and information)  
Air Services (survey data, statistical data and projects)  
Airport/Heliport (construction, maintenance and management)  
Environment Influence on Freight Transportation Policy  
Intercity Passenger Transportation (policy, projects and surveys)  
Major Planning Initiatives in the GTA and Elsewhere in the Province (reports, studies, statistics)  
Provincial Highways Inventory Management System - Roads, Structures, Reports  
Rail Transportation Service (reports, legislation and regulation)  
Strategy Development and Policy Planning  
Transportation Demand (land use/demographic computer files)  
Transportation Demand (study/survey reports and files)  
Transportation Demand (travel survey computer files)  
Transportation Energy Efficiency (operations, projects)  
Transportation Technology Development (project files, reports, working papers)  
Transportation of Goods (policies and projects)  
Transportation Energy Program (fleet listings and mailing lists)

### Manuals

A Guide for Completing County and Regional Road Systems Bylaws  
A Guide for Township Road Superintendents

## Corporate Policy Branch

The Corporate Policy Branch provides corporate support and policy coordination services to the Minister, Deputy Minister and ministry personnel. It assumes responsibility for special corporate-based projects and is composed of the following offices.

The Policy Liaison Office provides support to the Minister's and Deputy Minister's Offices, Executive Committees and

provides overall liaison with Cabinet Office, central agencies and other ministries on ministry and government policy matters. The Corporate Policy and Strategic Management Office coordinates all facets of the ministry's strategic management process. The office is also responsible for the development and coordination of policy initiatives. Two of the major projects currently being coordinated/developed in the office are activities surrounding the environmental agenda and a study of transportation labour analysis.

The External Relations and Partnerships Office coordinates transportation-related intergovernmental relationships between Ontario and other provinces, neighbouring states and the federal government; provides corporate coordination and support to other divisions for transportation sector industry promotion. The office actively participates with Ontario business and other government agencies in the pursuit of international business opportunities to support continued involvement of Ontario interest in new transportation projects.

The Aboriginal Issues Project coordinates ministry support for the provincial aboriginal agenda.

## Freight Transportation Policy Branch

The Freight Transportation Policy Branch provides comprehensive policy analysis that recognizes the needs of shippers, transportation suppliers and labour. The branch is responsible for freight transportation policies that satisfy the social development and economic needs of the province, and is made up of four offices.

The primary responsibility of the Physical Distribution Consulting Services Office is to provide practical advice to small shippers in Ontario, in order to improve this sector's competitive position in export markets. Working with the Ministry of Economic Development and Trade, the office assists in attracting industry to the province through plant location studies. Identification of small shippers' transportation needs and concerns provides direct input into the policy development process. Service is provided by professional staff located in Downsview, Thunder Bay, Sault Ste. Marie and Kingston.

The Logistics Policy Office is responsible for MTO's policy response to the government's economic renewal and industrial strategy initiatives. Other priorities include regional development policy, demand and trade analysis, sectoral needs and infrastructure suitability. Focus is on national transportation issues such as the National Transportation Act Review and the Western Grain Transportation Act debate.

The Freight Modal Policy Office is responsible for the integration of Freight Transportation Policy; this group addresses the needs for all modes to ensure a comprehensive approach for policy development. Modal-specific issues will be

addressed through truck, marine, rail and air cargo policy development.

Transportation Costing Productivity Office develops and maintains transportation data bases, including modal costing, which will enable cost-sensitive analysis of government policy to be done for each mode. Critical to the transportation industry will be the development of cost-reduction strategies and competitive position evaluations.

### General Classes or Types of Records

1990 Commercial Vehicle Survey, Queen Elizabeth Way  
Transportation of Goods (policies and projects)

### Personal Information Banks

#### Owner-Operator Business Skills Survey

Location: Freight Transportation Policy Branch. Legal

Authority: Voluntary. Information Maintained: Name, address, age, area of operation, availability, business skills, business skills required, education comments, home base, money willing to pay for training, number of trucks operated, numbers of years operated, spouse's participation in business, time willing to put toward training, type of operation. Uses: Determine what business skills owner-operators require. Users: Staff of Freight Transportation Policy Branch. Individuals in Bank: Commercial vehicle owner-operators. Retention and Disposal: Up to 10 years on computer database, then destroyed.

### Physical Distribution Consulting Services Office

The office provides practical advice to small business firms that are having transportation or distribution problems. This may involve assistance in the areas of documentation, pricing, carrier alternatives, customs requirements or regulations. Service is provided by professional staff located in Downsview, Thunder Bay, Sault Ste. Marie and Kingston.

Firms in Northern Ontario are also served through a toll-free (1-800-461-2280) telephone number for information related to domestic and export movements to, from and within northern Ontario.

### Investment Strategies Branch

The branch is responsible for implementation of the Ontario Transportation Capital Corporation until the corporation is established. In this regard, it liaises with municipalities and the private sector regarding financing, and public/private partnerships, for the delivery of transportation capital projects. Once the corporation is operational, branch staff initially will service dual appointments with both the ministry and corporation.

### Passenger Transportation Policy Branch

The Passenger Transportation Policy Branch supports the ministry and government's objectives by establishing policies that make the most of the operating characteristics and market performance of each mode, while addressing the social equity and mobility needs of the people of Ontario. There are four offices in this branch.

Passenger Mobility and Services Office deals with issues concerning improved access for disabled people and mobility for an aging population. Human and social factors, relating to personal mobility needs, are significant elements in the work of this unit. The office also provides services to persons with disabilities and seniors, including administering the Wheelchair Accessible Taxi Demonstration Program and one-window access to transportation-related information. It also provides secretariat services to the Inter-ministerial Committee on alternative uses of abandoned railway rights-of-way.

Passenger Modal Policy Office is responsible for the development of policies for specific passenger modes within the framework of an integrated passenger transportation system. It addresses transit integration, passenger ferry and air policy.

The primary objective of the Passenger Policy Research Office is to undertake research into travel behaviour and passenger preference, as well as incorporating into the policy process the interests of the travelling public, labour and the carrier industry into the development of long-term passenger policy.

Passenger Strategies Office is responsible for the development of the province's overall passenger transportation strategies and plays a leading role in the area of carrier-industry relations and industry policy. Responsibilities also include legislative reviews and government relations.

High Speed Rail Task Group supports Ontario's interests in High Speed Rail in the Quebec/Ontario Corridor, during the life of the current joint Ontario, Quebec and federal government studies.

The Aviation Office develops provincial policies on airport matters and liaises with the federal and municipal governments for the provision of improved air transportation facilities.

### General Classes or Types of Records

Air Carrier Service (fares and information)  
Air Services (survey data, statistical data and projects)  
Airport/Heliport (construction, maintenance, and management)  
Intercity Passenger Transportation (policy, projects and surveys)  
Marine Transportation (studies, reports and issues)

### Manuals

Municipal Airports (maintenance, operations and management)  
Policy and Procedures  
Remote Airports Program - Policy and Standards



## Transportation Systems Planning Branch

This branch consists of the Transportation Demand and Forecasting Office, Provincial Planning Office, Urban and Regional Planning Office and Special Projects Section.

The branch works toward developing strategic, multi-modal and multi-jurisdictional transportation plans for designated areas of the province; conducts transportation corridor studies; provides provincial transportation perspective to municipalities and other ministries on land use planning and approval processes; acts as ministry liaison with GO Transit on all planning matters; develops comprehensive transportation plans for the Greater Toronto Area; provides leadership in building consensus around major transportation development projects; provides support to municipalities for their transportation planning and related studies; researches travel demand; and monitors future trends and travel behaviour in the province.

### General Classes or Types of Records

Major Planning Initiatives in the GTA and Elsewhere in the Province (reports, studies, statistics)  
Transportation Demand (study/survey reports and files)  
Transportation Demand (travel survey computer files)

## Transportation Technology and Energy Branch

The Transportation Technology and Energy Branch conducts and promotes the research, development, demonstration and the application of transportation and energy technologies and systems to improve the efficiency and effectiveness of Ontario's transportation systems. The branch also supports the transportation industry and fosters economic growth.

Technical Publications (235-3466) publishes and distributes technical reports, newsletters and brochures in support of the branch's activities.

You will find Transportation Control Technology and Systems Office, Rail and Advanced Transportation System Office, Vehicle Technology Office and Transportation Energy and Productivity Office within this branch.

### Personal Information Banks

#### Share-A-Ride Matching System

Location: Transportation Technology and Energy Branch. Legal Authority: Voluntary. Information Maintained: Name, address, telephone number, employer and commuting characteristics, hours of work. Uses: Help set up ride-sharing arrangements for provincial government employees by producing lists of possible carpool partners or vanpool operators. Users: Share-A-Ride staff and individuals seeking ride sharing arrangements. Individuals in Bank: Employees of the provincial government seeking carpool or vanpool arrangements. Retention and Disposal: One year then, if not updated, deleted.

## Rail and Advanced Transportation Systems Office

This office conducts and manages research development and demonstration in rail transportation technology. The office conducts systems studies with the aim of determining the merit of alternative systems, technologies and approaches. These activities are often conducted jointly with transit properties, industry, universities and other government and research organizations. The office also provides technical advice to the ministry on rail transportation issues.

### General Classes or Types of Records

Rail Transportation Service (reports, legislation and regulation)

## Transportation Control Technology and Systems Office

The Transportation Control Technology and Systems Office conducts, promotes and facilitates research, development and demonstration activities in the application of control, communications and information systems technologies to improve transportation in Ontario. The emphasis is on assisting the public and private sectors in improving productivity, safety and the quality of life in Ontario as it pertains to transportation. Activities are concentrated in the areas of Intelligent Vehicle/Highway Systems (IVHS), traveller information systems, automatic vehicle identification, vehicle control systems, urban transit management, traffic control systems, and other advanced-technology applications such as Wide Area Vehicle Monitoring (WAVM), robotics, fare collection, automatic passenger counting, vehicle diagnostics, smart cards and expert systems.

## Transportation Energy and Productivity Office

The Transportation Energy and Productivity Office promotes energy and operational efficiency and productivity within Ontario's transportation sector. The office reaches Ontario's trucking industry, industrial and institutional fleets, and provides information to municipalities, other ministries and the general driving public. The office provides the following information: municipal transportation energy conservation, ride-sharing (car and van pooling), DriveSave (driver efficiency improvement), TruckSave (truck energy efficiency) and alternative transportation fuels (propane, natural gas, methanol, greater use of diesels).

### General Classes or Types of Records

Transportation Technology Development (project files, reports, working papers)  
Transportation Energy Program (fleet listings and mailing lists)

### Manuals

Transportation Energy Analysis



## Vehicle Technology Office

This office initiates, conducts and evaluates research, development and demonstration activities to improve productivity, safety (including stability and handling) and application of technology to bus transit and commercial vehicles. The office conducts research on motor vehicles, trucks, alternate fuels, electric propulsion systems, and develops and demonstrates new products for vehicles to improve the mobility of the handicapped. Special testing facilities, including an instrumentation laboratory, chassis dynamometer and commercial vehicle test track, support these activities and other ministry needs.

## Quality and Standards Division

The Office of the Assistant Deputy Minister, Quality and Standards has overall responsibility for the management for establishing transportation engineering standards, service standards, operational policies, and for promoting quality transportation facilities and services through innovative research and acquisition processes. The division consists of the Transportation Engineering and Standards Branch, the Transportation Operations Branch, the Program Development Branch, the Research and Development Branch, the Acquisition Standards Branch and Highway 407 Engineering.

## Acquisition Standards Branch

### General Classes or Types of Records

Project Value System  
Tender Analysis and Payment System

## Contract Management Office

The Contract Management Office deals with policies, management and award of transportation construction contracts through three subsections.

The Contract Preparation and Control Office (235-3550) handles preparation of tender packages and bidding inquiries during the contract advertising process. The Contract Verification Office (235-3542) performs a monitoring function to assure transportation designs comply with policy, and that contractor payments are accurate and in accordance with the provisions of the contract. The Systems Application Section (235-4946) provides computer application and support services for transportation contract administration.

The Executive Section coordinates development of policies and guidelines for the ministry's construction activities.

## Engineering Claims Office

Construction and maintenance contractors may appeal claim decisions made by the ministry's Regional Offices to the

Assistant Deputy Minister, Quality and Standards Division. The Engineering Claims Office analyzes the claim principles and costs, advises the Assistant Deputy Minister on the appeal, and, as authorized, negotiates a settlement.

### General Classes or Types of Records

Estimating and Engineering Claims Files

## Property Office

The Property Office is responsible for the application within the ministry of provincial policies and procedures in the areas of property appraisal, acquisition, land management, sales and leasing. The office ensures monitoring processes are carried out to obtain good quality and uniform standards of performance, reviews selected regional land appraisals, coordinates technical training programs and systems development in property processes and prepares all arbitration cases proceeding before the Ontario Municipal Board. For information, contact the Property Section of the Engineering and Right-of-Way Offices at regional offices listed under Operations, Regional.

### General Classes or Types of Records

Property Records

## Qualification and Control Office

The Qualification and Control Office is responsible for the administration of the ministry's system of qualification for road and bridge construction contractors.

The office also has the responsibility for the administration of liens filed against ministry contracts pursuant to the Construction Lien Act.

## Highway 407 Engineering Branch

This branch is a special project office concerned with the construction of Highway 407.

## Program Development Branch

The branch provides technical advice and administration in a number of areas described in further detail under each heading.

### General Classes or Types of Records

Air Carrier Services (fares and information)  
Airport/Heliport (construction, maintenance and management)

### Manuals

Municipal Airport Development Program - Subsidy Policy and Procedures  
Municipal Airports (maintenance, operations and management)  
Remote Airports Program - Policy and Standards

## **Aviation Office**

The Aviation Office provides technical advice and financial assistance to municipalities for the development and maintenance of municipal airports, and

plans and programs the construction and maintenance of remote airports in northern Ontario.

The actual construction and maintenance activities for remote airports are carried out by this ministry's Remote Northern Transportation Office, Northern Region.

## **Highway Inventory Section**

### **General Classes or Types of Records**

Provincial Highway Distance Table

## **Municipal Roads Office**

### **General Classes or Types of Records**

Municipal Annual Return

Municipal Roads Distance Reports

## **Public Transportation Office**

The Public Transportation Office provides financial (capital and operating) and technical assistance to municipalities for transit operations, including specialized services for physically disabled persons. Assistance is also made available for construction, acquisition and rehabilitation of capital assets and equipment, and for transit planning studies and demonstration projects.

### **General Classes or Types of Records**

Manuals

Ontario Urban Transit Fact Book - Conventional

Ontario Urban Transit Fact Book - Specialized Services

Reports

### **Manuals**

Municipal Tendering Procedures

Municipal Transit Manual - Conventional

Municipal Transit Manual for Specialized Services

## **Roads Transportation Office**

The Roads Transportation Office administers the funding programs for the construction and maintenance of municipal roads and bridges. The principal act under which the program operates is the Public Transportation and Highway Improvement Act. The Program Development Section prepares and maintains policies, procedures and directives. As well as dealing with questions of subsidy eligibility, the section manages program planning and training and acts as liaison with client organizations. The Program Management Section formulates municipal road funding allocations and monitors

in-year expenditures through district and regional offices. The section is also responsible for the development of funding models and the preparation of associated subsidy manuals. The Inventory Management Section administers the provincial highway and municipal road inventory systems. Data collection, entry and report processing is managed under this section. Municipalities deal directly with the ministry's district offices for all services related to the municipal roads programs. For a listing of district offices see the Operations Division entry.

### **General Classes or Types of Records**

Annual Returns, Subsidies/Expenditures, Distance Reports

Local Roads Boards and Statute Labour Board

Provincial Highways Inventory Management System - Roads, Structures, Reports

Roads (designations and funding)

### **Manuals**

A Guide for Township Road Superintendents

A Guide to Subsidy Policy, Municipal Roads Program

Deficiency Maps

Guidelines for Inspection, Evaluation and Rehabilitation for Existing Bridges

Highway Connecting Link Manual

Highway Inventory Select Information

Instructions in Accounting Municipal Roads

Inventory Manual - Municipal Roads and Railway Level Crossings

Local Roads Boards, A Guide for Secretary-Treasurers

Methods and Inventory Manual - Road Management Plan for Small Lower Tier Municipalities

Municipal Program Analysis of Rehabilitation Systems

Ontario Heritage Bridge Program

Subsidies for Grants Available - Municipal Roads Systems Bylaws

## **Systems Development Office**

The Systems Development Office provides information systems support to the Roads Transportation, Public Transportation and executive office within the Program Development Branch. Services are also provided to municipal staff within regional and district offices.

The office is responsible for developing, implementing and maintaining information systems that are used to determine construction and maintenance needs, calculate allocation amounts, administer subsidy and grant payments, and automate office functions.

The office also provides training and help-line support to all clients.

## **Research and Development Branch**

The branch conducts research and development to improve the physical and safety attributes of highways. Pavement research



focuses on design procedures, performance and pavement management systems. Research on bridge structures ensures adequate load-carrying capacity, safety, economy, durability and the development of a bridge design code. The branch researches materials, construction and the environment to improve the in-service performance and behaviour of materials, as well as the interaction of the highway facility with the immediate environment and the vehicle. It also monitors and assists with the Canadian Strategic Highway Research Program, and with transportation research at universities. A wide variety of technical publications (235-3480) are available.

## Highway Innovations and Strategic Research Office

The Highway Innovations and Strategic Research Office conducts research into strategic and economic program issues, human factors related to the highway program and develops methods to improve the implementation of research findings into ministry practice; also included is the integration of new products and engineering techniques. The office is developing a computer database of new product information and research activities, and monitoring the activities of the United States Strategic Highway Research Program (SHRP) and the Canadian equivalent (CSHRP). Publications include technical reports based on in-house research and funded projects.

### General Classes or Types of Records

Highway Corridor Protection and Control Files, Reports and Studies  
Highway Design, Drainage and Hydrology  
Highway Engineering Research and Development  
Highway Photographic Inventory

### Manuals

Highway Construction Practices and Potential Environmental Concerns  
Intersection Study Procedure Guide

## Materials Research Office

The Materials Research Office conducts research into the properties and applications of materials used in highway construction and maintenance. These include concrete, steel, asphalt cements, elastomers, polymers, soils, mineral aggregates, coating and de-icing chemicals. The office also develops technology for the investigation and rehabilitation of deteriorated bridges, snow and ice control, vegetation management within the highway right-of-way, erosion control, environmental impacts and pavement marking. Publications prepared by the office are available from the editor, Technical Publications (235-3480).

## Pavement and Roadway Research Office

The Pavement and Roadway Research Office carries out research relating to the design, construction, maintenance and

management of highway pavements. Some projects involve commercial vehicle weights, crack sealing, performance evaluation of pavements and maintenance techniques, and computer-based performance prediction methods, expert systems and pavement management systems. Other areas include guiderail design and evaluation, illumination design and noise control.

### General Classes or Types of Records

Contract Management Files  
Environmental Assessment Files  
Maintenance Materials Files, Reports and Studies  
Mineral Aggregate Inventory Data Bank Foundation

### Manuals

Maintenance

## Structures Research Office

The Structures Research Office carries out research relating to the design, construction, evaluation, rehabilitation and protection of the highway bridge superstructures. It is responsible for enhancing the understanding of bridge superstructures and their components, developing improved techniques for structural analysis, and updating codes and standards for bridge design, evaluation and rehabilitation. Through bridge testing, existing bridges are evaluated for their realistic load-carrying capacity, thus extending their useful service life. Some development projects involve application of the advanced composite materials in bridges and development of new structural systems. The office also provides technical advice in developing/evaluating heavy-vehicle weight control regulations and policies, and develops guidelines for extra-heavy permit evaluations as governed by the highway bridge capacities.

## Transportation Engineering and Standards Branch

The Transportation Engineering and Standards Branch develops policies, design procedures and systems, and offers advice for the infrastructure of the King's Highway System. The branch also monitors the implementation and effectiveness of the processes and technologies used, and identifies needed improvements in consultation with the ministry's regional offices and with industry.

### General Classes or Types of Records

Structural Design/Standards of Bridges and Retaining Walls  
Files

## Consultant Assignment Office

This office manages and coordinates the ministry's operating policy and procedure for the purchase and management of consulting services. The office develops policies and establishes monitoring processes that are carried out to ensure



that consulting services are acquired through a competitive process, with the objective of obtaining the best value for the funds expended.

### **Engineering Materials Office**

Through the Bituminous (235-3715), Concrete (235-3705), Chemicals (235-3726), and Soils and Aggregates (235-3735) Sections, the Engineering Materials Office provides quality standards, policies and guidelines for materials and analysis services in the construction, maintenance and operation of highways. Laboratory testing, technical evaluation and approval services are available for materials to be used in the design, construction, maintenance and operation of the transportation system, including highways and bridges.

The Foundation Design Section (235-3731) conducts field investigations, performs geotechnical engineering analysis and produces foundation designs for the proper construction and maintenance of highways and bridges. The Engineering Materials Office publishes reports that are distributed within the ministry and made available to others on request.

#### **General Classes or Types of Records**

Aggregates Sources Lists  
Bituminous Section - Contract Files  
Bridge Deck Condition Surveys  
Chemicals and Materials Test Files  
Concrete Contract Files  
Engineering Materials (test results and files)  
Foundation Investigation Reports (GEOCREs)  
Hot Mix Data  
Laboratory Mix Design Files  
Mineral Aggregate Inventory Bank  
Portland Cement Test Results  
Well Data

### **Environmental Office**

The Environmental Office develops policies, procedures, monitoring and training to ensure that the ministry's programs are in compliance with environmental legislation, regulations and standards. Particular emphasis is placed on project planning under the Environmental Assessment Act, waste management under the Environmental Protection Act and water quality issues. Environmental units are located in each of the ministry's regional offices (see this ministry's Operations Division entry).

### **Program Technology Office**

The Program Technology Office is responsible for the long-range information technology planning for the Quality and Standard Division, to produce long-range plans, action plans and operational plans, as well as coordinating the establishment of standards and policy guidelines for implementation of new technology within the division.

Plans, technology standards and an internally produced newsletter on technology implementation are available from this office for use within the Quality and Standards and Operations Divisions.

### **Structural Office**

The Structural Office designs bridges, culverts and retaining walls on highways, and prepares plans and contract documents for their construction and rehabilitation. Activities include reviewing proposed designs of municipal bridges and culverts, evaluating the safe load-carrying capacity of bridges and recommending enactment of municipal load limit bylaws. The office generates and maintains structural standards, structural manuals and handbooks, and design aids.

#### **General Classes or Types of Records**

Site Files

### **Surveys and Design Office**

The Surveys and Design Office provides the ministry with policies, standards, guidelines and procedures for civil engineering, surveying and cartographic applications related to provincial roads. It is concerned with the development of standards for highway geometrics, construction, design, drainage, hydrology, remote sensing, pavement and new products.

The office develops and maintains the Ontario Provincial Standards, which reflect construction and maintenance requirements for highways, watermains and sewers.

Responsibilities include developing, monitoring and providing technical expertise on automation of highway design processes, determining skid resistance of pavements and evaluating the roughness and riding quality of highways. It produces photogrammetric plans, cartographic maps, processes legal documents and provides control survey data/services.

The office produces a number of highway design and survey publications and manuals.

Maps are available to the public through the ministry's Customer Service Branch, MTO INFO (235-4607).

#### **General Classes or Types of Records**

Bridge Waterway Files  
Cartographic Base Film  
Cartographic Data Base  
Cartographic Project Files  
Cartography (working files and maps)  
Ground Surveys, Drawings and Photos  
Horizontal Control Index Maps  
Horizontal Control Monument Files  
Horizontal Control Point Values Report

Index of Mosaics  
MTO Aerial Photography Index  
Manuscript Materials for Various Maps  
Map Feature Files  
Photogrammetric Plans  
Photogrammetric and Cartographic Mapping Section  
Precise Level Route Booklets  
Precise Level Route Folders, Field Books  
Settlement Distance Table Printout  
Surveys and Plans Policies and Operations  
Test Files and Drawings  
Vertical Control Index Maps  
Vertical MTO Air Photos - Negatives

## Transportation Operations Branch

This branch is responsible in the area of transportation operations for the development of operational policies, procedures, service criteria and standards to ensure the appropriate level of consistency and integration of the operation and maintenance of transportation services, infrastructure and related facilities, evaluating and continually improving the efficiency and effectiveness of operational processes, and identifying of needs for change and improvement. Professional expertise in the areas of traffic operations, maintenance operations, fleet management and corridor management, as well as specialized program delivery functions, which include electrical design, freeway traffic management systems, planning and design, and landscape architecture design are also provided.

### General Classes or Types of Records

24-Hour Vehicle Classification  
Annual Accident Rates  
Annual Highway Traffic Sectional Volumes Report  
Highway Photographic Inventory  
Inventory Counting Stations-Volume Count Locations  
Official Plan Files  
Permanent Counting Station Counts  
Provincial Highways System  
Short-Term Traffic Projections  
Structure File - Provincial Highway Inventory  
Turning Movements/Intersection Volumes  
Zoning Bylaw Files

## Equipment Engineering Office

The Equipment Engineering Office develops specifications, standards, policies and procedures, for the purchase, repair, maintenance and operation of the ministry's vehicles and equipment. The office evaluates tenders and trains ministry garage staff, resolves technical equipment-related problems, and develops and produces special purpose highway maintenance equipment not available on the market. The office also develops specifications for the purchase of equipment by Ontario municipalities.

### General Classes or Types of Records

Budget Allocation for New Equipment  
Equipment History Card  
Equipment Inventory Master Files  
Garage Equipment Work Orders  
Gasoline, Diesel Fuels and Motor Oil Receipts and Issues  
MTO Designed and Manufactured Equipment  
Ministry Equipment Specifications and Design Files

### Manuals

Equipment

## Government Garage

The Government Garage provides a complete chauffeuring and garage service to government ministries.

### General Classes or Types of Records

Vehicles and Equipment (operations and history)

## Maintenance Office

This office services and maintains the government vehicles in operation.

### General Classes or Types of Records

Maintenance Management Master File  
Maintenance Management Planning Worksheet  
Maintenance Management Resource Allocation File  
Various Maintenance Expenditures

## Traffic Management and Engineering Office

The Traffic Management and Engineering Office develops and implements policies, standards and procedures for traffic control devices (traffic signs and signals), illumination, speed limits, electrical design, electrical maintenance, etc., on provincial highways. The office also maintains traffic accident information files for the provincial highway system, develops traffic control techniques and devices, assists in municipal studies and improvements, and implements Freeway Traffic Management Systems on Highways 401 and QEW and the Ottawa Queensway. Operational activities of the above functions are carried out by the regional offices (see this ministry's Operations, Regional entry).

### General Classes or Types of Records

Applications and Permits  
Freeway Traffic Management System Files, Reports and Studies  
Permanent Counting Station Reports  
Provincial Highway Accident Reports and Data Files  
Traffic Management and Control (signs, signals, speed limits)  
Traffic Volume Data File

## Transportation Corridor Management Office

The Transportation Corridor Management Office coordinates the review of development proposals (e.g. plans of subdivisions, official plans and zoning bylaws) that may affect provincial transportation proposals (e.g. provincial highways, future transit routes, etc.). The office develops policies and procedures for the transportation corridor program on access policies, right-of-way protection, and permits for advertising signs, utilities, entrances and buildings. Advice is given to other government agencies, municipalities, developers and the public. Program administration is shared by district and regional offices (see this ministry's Operations Division entry).

### Manuals

Corridor Control

## Agencies

### Licence Suspension Appeal Board

The board hears appeals from persons whose driver or vehicle licence has been suspended under the Highway Traffic Act, Section 30 and Section 18. Appeals are also heard concerning the refusal, revocation or conditions of motor vehicle inspection station licences under the Highway Traffic Act, Section 75(8) (a) and (e) and Section 77 (a) and (c).

### Ontario Highway Transport Board

The Ontario Highway Transport Board, an administrative tribunal, recommends to the Minister of Transportation the issuance of and extensions to operating licences for bus for-hire services, approval or rejection of transfers of operating licences and share transfers under the Public Vehicles Act. Under the Truck Transportation Act, 1988, the board determines the need to hold a public interest hearing and when required holds the hearing. It also maintains a library, available to the public for inspection of board reports and decisions, and publishes its annual report.

### Common Records

Freedom of Information and Protection of Privacy Act Requests

### General Classes or Types of Records

Board Hearings

Bus Transportation Policies

Ministry Insurance Policies

Municipal Roads - Connecting Link and Development

Municipal Roads Inventory Data (needs appraisal, annual returns, subsidies/expenditures, distance reports)

Municipal Traffic Bylaws

Municipal Transit (services and products) Files and Reports

Municipal Transit (subsidies and policy) Files and Manuals

Operator's Licence Application

Public (as they relate to the ministry)

Public and Safety (inventory of publications available)

Slides and Negatives (various ministry-related subjects)

Strategy Development and Policy Planning (SPS)

Studies on Social, Economic, Institutional and Technological

Developments including surveys of the Public (as they relate to the ministry)

Tariffs and Bus-Fare Rate Schedules

Technological Developments, Including Surveys of the Public

Transportation Demand (land use/demographic computer files)

Transportation Energy Efficiency (operations, projects)

Vehicle Safety and Fuel Economy (16mm films)

### Manuals

A Guide for Completing County and Regional Road

Municipal Airport Development Program - Subsidy

## Ontario Transportation Development Corporation

This agency was established to encourage and contribute to the development and improvement of the public transportation system in Ontario. The corporation is currently inactive.

### Public Records

#### Carrier Licences

Purpose: Monitor and control carrier licensing. Legal Authority: Truck Transportation Act, R.S.O. 1990, c.T.22; Public Vehicles Act, R.S.O. 1990, c.P.54. Information Maintained: Carrier name, address, description of authority, insurance certificates, list of affiliated corporations, operator record and Ontario Highway Transport Board decisions, tariff of tolls, vehicle description, vehicle timetable. Retrievability: Name, licence number. Retention and Disposal: Up to five years, then destroyed. Access Procedures: Manager, Carrier Licensing Office, 1201 Wilson Avenue, Downsview, Ontario, M3M 1J8. (416) 235-4482.

#### Drivers' Licences

Purpose: Monitor and control driver licensing. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8. Information Maintained: Name, address, sex, date of birth, driver's licence number, conditions or endorsements, driving record, amendments and replacements, cancelled/surrendered driver's licences, collisions, convictions, driving instructor applications, driving test results, order to suspend a licence; and reinstatement documents. Retrievability: Name or driver's licence number. Retention and Disposal: Up to 10 years on microfilm, then destroyed. Access Procedures: See paragraph under Public Record.

#### Motor Vehicle Accident Reports

Purpose: To record motor vehicle accidents. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.199, s.202, s.205. Information Maintained: Name, address, date, description of the accident, driver's licence, licence plate number and vehicle description, number of drivers involved in an accident,



time and location.Retrievability: Driver's licence number, licence plate number, date and location.Retention and Disposal: Ten years on microfilm, then destroyed.Access Procedures: See paragraph under Public Records.

#### Vehicle Registrations

Purpose: Monitor and control vehicle registration and licensing.Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8.Information Maintained: Name, address, registration number, plate number and vehicle description, original registration, safety certification, insurance documentation, renewal, replacement and Own Choice Plate documents, transfer, vehicle and plate status and history dealer plate issue documents, temporary registrations, diplomatic, moped, motorcycle, snow vehicle, off road vehicles, commercial and own-choice permits.Retrievability: Name or permit number.Retention and Disposal: Up to 10 years on microfilm, then destroyed.Access Procedures: See paragraph under Public Records.

# MINISTER RESPONSIBLE FOR WOMEN'S ISSUES

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## Head

Minister Responsible for Women's Issues  
12th Floor, 2 Carlton Street  
Toronto, Ontario  
M5B 2M9  
(416) 314-0270

## Access

Freedom of Information and Privacy Coordinator  
Ontario Women's Directorate  
12th Floor, 2 Carlton Street  
Toronto, Ontario  
M5B 2M9  
(416) 314-0338



A public reading room for the review of manuals and other information is open during regular office hours on the 12th floor, 2 Carlton Street, Toronto.

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The Minister Responsible for Women's Issues advises the government on matters pertaining to women. The minister carries out the mandate through two organizations: the Ontario Women's Directorate and the Ontario Advisory Council on Women's Issues.

## Ontario Advisory Council On Women's Issues

The Council advises the Government of Ontario, through the Minister Responsible for Women's Issues, on matters pertaining to the achievement of economic, social and legal equality for women. Council members undertake community outreach and consultations, and gather the views of women on issues of concern in their region. These consultations include the exchange of information about government policies and programs affecting women.

### Common Records

Central Attendance Recording System (CARS)  
General Employment History and Payroll Information  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Travel/Expense Accounts

### General Classes or Types of Records

Issue Files  
Regional Consultations  
Women's Groups

## Ontario Women's Directorate

The aim of the OWD is to help the government of Ontario to achieve its commitment to economic, legal and social equality for all women in Ontario. Central to our work is the recognition of diversity among women.

The OWD, as part of the Ontario government, works with women's groups, community, labour and business organizations, the general public and governments. Our work includes policy development and review, program coordination, consultation and public education.

OWD priority issues are: violence against women; poverty and economic issues; workplace discrimination;

the balance of paid work and family responsibilities.

The OWD is committed to employment equity and to being a workplace that provides dignity and enhances personal potential within a team approach.

### Common Records

Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests

### General Classes or Types of Records

Federal-Provincial Meetings  
Interministerial Committees Minutes

## Consultative Services Branch

The Consultative Services Branch works in partnership with educators, public and private sector employers, unions and community organizations to help them plan and develop effective programs to eliminate bias and sex-role stereotyping in education, training and the workplace.

Consultative Services Branch develops and delivers workshops and seminars, technical guides, audio-visual and print information on the subjects of Education and Training Equity, Workplace Equity, Occupational Integration, Gender and Racial Bias-Free Systems, Balancing Work and Family Responsibilities, Sexual and Workplace Harassment. It provides assistance and funding for demonstration projects, and develops and organizes forums for information exchange and networking among the many groups involved in equity for women.

The branch also administers the directorate's Grants' Program which funds community-based projects that help women achieve economic, legal and social equality. This branch supervises the directorate's Thunder Bay Office, which liaises with northern women's organizations, ministries, educators and community organizations on priority issues. It maintains a public resources centre on women's issues and distributes Ontario Women's Directorate publications in the north.

### **General Classes or Types of Records**

Balancing Work and Family Responsibilities  
Community Grants Database  
Education Equity  
Harassment in the Workplace  
Non-Traditional Occupations/Role Modelling Programs  
Sexual Assault Grants Database  
Sexual and Workplace Harassment  
Training Equity  
Wife Assault Database  
Workplace Equity

### **Manuals**

Achieving Employment Equity - A Manual for Practitioners

### **Corporate Services Branch**

The branch coordinates a variety of financial, personnel, information technology and administrative functions for the Ontario Women's Directorate, such as providing payment services to suppliers and other ministries, maintaining the financial and administrative systems, developing financial and administrative standards, reporting on financial matters and liaising with Treasury Board and Management Board Secretariat.

### **Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### **Manuals**

Ontario Government Policy and Procedures Manual

### **Policy and Research Branch**

The Policy and Research Branch acts as a policy advisor to the Assistant Deputy Minister, the Minister Responsible for Women's Issues and the Ontario government on social, economic and legal issues that relate to women. The branch also provides consultation on policy concerning women's issues to ministries within the Ontario Public Service. The work of the branch encompasses issues of concern to the diverse groups of women in Ontario.

The Violence Prevention Unit coordinates the government response to wife assault and sexual assault, develop initiatives and liaises with federal, out-of-province and intergovernmental ministries and community groups. Although counselling is not available, individuals are referred to appropriate sources. Information brochures and posters in both English and French, and educational materials in several other languages, may be obtained free of charge.

The Office of the French Language Services Coordinator advises Ontario Women's Directorate staff, on the provision of French language services and ensures the delivery of services in French according to the French Language Services Act. The office liaises with the francophone community and facilitates input from the francophone women's community to policy development.

### **Public Education and Program Services (Peps) Branch**

This branch provides a wide range of internal and external communications and information services, including speeches, news releases, media relations, publications, displays and exhibits on women's issues. Major public education campaigns on violence against women involving television and radio commercials and advertisements are developed and co-ordinated by this branch.

### **General Classes or Types of Records**

Advertising Campaigns  
Balancing Work and Family Responsibilities  
Change Agent Booklets (bilingual)  
Employment Equity Publications (bilingual)  
General OWD Information (bilingual)  
Statistics on Women (bilingual)  
Teens and Sexuality (bilingual)  
Training and Retraining for Women  
Violence Against Women  
Women's Groups and Organizations  
Work and Family (bilingual)



# WORKERS' COMPENSATION BOARD

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## Head

Chair  
Workers' Compensation Board  
2 Bloor Street East  
Toronto, Ontario  
M4W 3C3  
(416) 927-4000

## Access

Freedom of Information and Privacy Coordinator  
Workers' Compensation Board  
21st Floor, 2 Bloor Street East  
Toronto, Ontario  
M4W 3C3  
(416) 927-6845

A public reading room for the review of manuals and other information is open during regular office hours on the 22nd floor at 2 Bloor Street East, Toronto. TDD: 1-800-387-0050

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The Workers' Compensation Board (WCB) administers the Workers Compensation Act and provides the following to workers who sustain work-related injuries or suffer from industrial diseases: compensation payments or awards, survivors' benefits, medical rehabilitation services, and vocational rehabilitation services (functional abilities evaluations, vocational counselling and job training).

The Chair and Board of Directors report to the Lieutenant-Governor-in-Council, through the Minister of Labour, who answers for the WCB in the Legislature.

The WCB has an Employment Equity Office (416-927-3747), and maintains a library of research and reference materials (416-927-4972), as well as videotapes and publications (416-927-3500) at its head office in Toronto.

Objections to decisions are reviewed by the Decision Review Branch of the Human Resources and Client Appeals Division, located at the WCB's head office in Toronto. If the Decision Review Specialist in the Decision Review Branch cannot grant the objection, a hearing may be requested from the Hearings/Re-Employment Branch. Clients may appeal the Hearings/Re-Employment Branch's decision to the independent Workers' Compensation Appeals Tribunal.

The WCB is organized into a Corporate Executive and seven divisions: Client Services, Communications and Public Affairs, Finance and Administration, Human Resources and Client

Appeals, Information Services, Investments, and Strategic Policy and Analysis.

The Corporate Executive includes: The Chair, Vice-Chair of Administration and the Office of the Secretary. The Operational Planning Branch reports directly to the Vice-Chair of Administration and comprises Corporate Data (416-926-8698) and Quality Management.

Client Services consists of eight Integrated Service Units (ISUs) that provide integrated adjudication, vocational rehabilitation and medical services in the Toronto and Central Ontario Region. The only industry-based ISU is Central Ontario Construction, which serves the construction industry in the Central Ontario Region from its Toronto office.

Two Complex Case Units (CCUs) provide specialized services province-wide. The CCU (Diseases) handles all disease claims and fatalities; the CCU (Injuries) handles serious injuries, Non-Economic Loss (NEL) and Future Economic Loss (FEL) benefits, and implements Workers' Compensation Board Appeals Tribunal decisions.

Six Regional Offices, organized after the Integrated Service Unit model, are located in Hamilton, Ottawa, Thunder Bay, Sudbury, Windsor and London.

The Toronto Claims Information Centre and six Area Offices are located in Kingston, North Bay, St. Catharines, Kitchener/Waterloo, Sault Ste. Marie and Timmins.

The Clinical and Rehabilitation Services Department includes Clinical Resources and Consulting Services (416-927-6911), Downsview Rehabilitation Centre (416-244-1761), Health Care and Auxiliary Services (416-927-4083) and Medical Rehabilitation Services (416-927-4084).

The Communications and Public Affairs Division comprises: Corporate Communications (416-927-3501); Creative Services (416-927-6925); and Language Services, French (416-927-5023) and Multi-Lingual (416-927-3500).

Finance and Administration comprises: Controllershship (416-927-3957); Actuarial Services (416-927-4097); Administrative Services (416-927-4493); Auxiliary Services (416-927-4661); Internal Audit (416-927-4804); Investments Administration (416-927-4273); Records Management (416-927-2458); Treasury (416-927-6966); and the Revenue Department which includes Accident Cost Section (416-927-3428), Employer Audit (416-927-3850), Employer Collections (905-521-4405), Experience Rating Section (416-927-4826), Employer Registration and Assessment (416-927-3881), Employer Schedule 2 (416-927-3964), the Revenue Strategy Project (416-969-1714) and Workwell Project (416-927-4338).

Human Resources and Client Appeals comprises: Compensation (416-927-4321), Decision Review Branch (416-927-3955), Health Services (416-927-4376), Hearings/ Re-employment (416-926-8494), Employment Equity Office (416-927-3747) Human Resources and Development Branch (416-927-3803), Staff Relations (416-927-3812) and the Farm Safety Association (519- 823-5600).

Information Services comprises: Applications - Development (416-927-3447), Applications Development - Client Services (416-927-6813), Support Services (416-927-6869) and Technology Services (416-926-8500).

Investments comprises: Bonds and Money Market (416-927-3515), Equities (416-926-8321), and Real Estate (416-927-3517).

Strategic Policy and Analysis comprises: Benefits Policy (416-927-3424), Legal (416-927-4356/4443), Medical and Occupational Disease Policy (416-927-3415), Research and Evaluation (416-927-3647), Revenue Policy (416-927-2457) and Special Investigations Branch (416-969-1653).

## **Client Services Division**

This division provides benefits and assistance to injured workers and their dependants via claims; medical, vocational rehabilitation; and health care services. French language services are available. This division comprises the following units: 16 Integrated Service Units, the Complex Case Unit - Diseases and the Complex Case Unit - Injuries, Downsview Rehabilitation Centre, Clinical Resources and Consulting Services, Health Care and Auxiliary Services and Medical Rehabilitation Services.

### **General Classes or Types of Records**

Agency Index

Contracted Providers - Community Clinics, Regional Evaluation Centres  
NEL Roster

### **Manuals**

Operational Policy Manual

### **Personal Information Banks**

#### Claim Files - Compensation and Rehabilitation Benefits

Location: Client Services Division.Legal Authority: Workers Compensation Act, R.S.O. 1990, c.W.11.Information Maintained: Name, telephone number, address, age, agency rehabilitation and referrals and reports, aptitude and interest tests, assessments for eligibility, benefits data, claim number, disease, employer's address, employer's name, employer's submissions, employment and earnings information, injury, investigation results and correspondence related to inquiries, language preferred (English or French), social insurance

number, socio-economic information, summaries of interviews with employers and prospective employers, vocational rehabilitation information, vocational rehabilitation plan.Uses: Determine entitlement to workers' compensation benefits; answer enquiries concerning entitlement; process objections to decisions on entitlement; provide management data concerning program delivery; provide statistical data on workers' compensation; provide accident and cost information to determine employer assessment rates; provide internal audit with information to verify receipt of benefits; promote accident prevention and health and safety; and conduct research.Users: Board adjudication and support staff; medical and rehabilitation staff, external medical and vocational rehabilitation agencies, investigators, Special Investigations Unit, Decision Review Branch, Hearings and Reinstatement Hearings Branch, Internal Audit staff, Actuarial Services Branch, Workers' Compensation Appeals Tribunal, injured workers and their representatives, employers and their representatives, researchers, Ministry of Labour, Workplace Health and Safety Agency, Safety Associations, Ontario Workers' Compensation Institute, Employment and Immigration, Revenue Canada, Ministry of Health and others in accordance with the Freedom of Information and Protection of Privacy Act.Individuals in Bank: Injured workers or their dependants claiming benefits.Retention and Disposal: One hundred years.

#### DRC Medical Records

Location: Client Services Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11.Information Maintained: Name, address, age, claims information, employer, marital status, medical history, socio-economic history, treatments and investigation received at the centre.Uses: Plan treatment for injured workers referred to the centre; record all treatments, investigations and medical decisions concerning the injured worker while at the centre.Users: Centre's medical and paramedical staff.Individuals in Bank: Injured workers admitted to the centre.Retention and Disposal: One hundred years.

#### Health Care - Treating Agencies

Location: Client Services Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11.Information Maintained: Name, address, telephone number, type of practice.Uses: Determine eligibility for health care benefits.Users: Health Care Benefits adjudication staff, Client Services, Specialized Vocational Rehabilitation Services, Clinical Resources and Consulting Services, and Complex Case Unit staff.Individuals in Bank: Physicians, chiropractors, dentists or drugless practitioners providing health care services to injured workers.Retention and Disposal: After agency contact terminated, 6 years then destroyed.

## **Communications and Public Affairs Division**

This division provides a variety of communications product services to internal and external clients. It is comprised of the following units: Corporate Communications, Creative Services and Language Services.



### Common Records

Library Users Lists

### Personal Information Banks

#### French Services Files

Location: Communications and Public Affairs Division. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11; French Language Services Act; Crown Employees Collective Bargaining Act. Information Maintained: Employee's name, French language training progress reports, amount of premium received, annual language premium, copy of transaction, positions held, second-language test results. Uses: Verify bonuses paid; staff bilingual positions; identify French training needs; calculate additional language premium. Users: Office of Francophone Affairs, board staff. Only statistical information released to third parties. Individuals in Bank: Board staff. Retention and Disposal: Not determined.

### Corporate Executive

The Corporate Executive includes the Chair, Vice-Chair of Administration and the Office of the Secretary. The secretary reports directly to the Chair and is responsible for providing corporate records, information and secretarial liaison services to support the Board of Directors and Executive Committee in their corporate endeavours.

The Employment Equity Office, Quality Management Project and Corporate Data Branch report directly to the Vice-Chair of Administration.

### Common Records

Employment Equity Program

### General Classes or Types of Records

Actuarial Reports  
Administrative Matters (schedule of medical benefits, etc.)  
Annual Reports  
Assessment Rates  
Auditors' Reports  
Board Policies and Procedures  
Board of Director's Meeting Minutes  
Executive Committee Action Points  
Fees Schedule  
Financial Services - Mortgage Servicing Agreements  
Historical Legislation - Amendments to the Act and Regulations  
Industrial Disease Standards Panel Decisions  
Leases and Agreements  
Legal Opinions  
Management Committee Action Points  
Orders-in-Council  
Reciprocal and Interjurisdictional Agreements  
Royal Commission and Task Force Investigation Report  
Rulings of the Board

### Statistical Reports

Superannuation Plan Minutes and Minutes re Investments of Superannuation Fund

Workers' Compensation Appeals Tribunal Decisions

### Finance and Administration

This division undertakes the financial management of the board, including employer assessment as well as providing ongoing administrative support to the board. It is comprised of the following units: Actuarial Services, Administrative Services, Auxiliary Services, Controllership, Internal Audit, Treasury, Records Management, Revenue and Investment Administration.

### Common Records

Travel/Expense Accounts

### General Classes or Types of Records

Accident Cost Statements - Schedule I Employers  
Accident Costs  
Accident Frequency Rates by Occupation  
Accident Statistics by Rate Groups  
Accounts Receivable - Schedule II Employers  
Actuarial Reports  
Assessment Rates  
Assessments - Schedule I Employers  
Audit Assignment Files  
Audit Reports  
Employer Experience Rating  
Employer Firm Profiles  
Employer Firms  
Employer Reclassification  
Financial Reports  
Liability - Schedule I Employers

### Manuals

Accident Cost Transfers  
Classification  
Employer Assessment  
Employer Assessment Rates  
Employment Assessment Policies  
Experience Rating Plan  
Industry Firm Classification  
Internal Audit - Policy and Procedures  
Purchasing - Policies and Procedures  
Revenue Branch Classifications  
Revenue Branch Operations

### Personal Information Banks

#### Accountable Warrants Agreement Forms

Location: Finance and Administration. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Name, social insurance number, amount, date paid, responsibility centre. Uses: Confirm that employee received monies. Users: Board accounting branch, internal auditors. Individuals in Bank: Board employees. Retention and



Disposal: Until warrant no longer required, then transferred to archives.

Assessment System, Accounts Receivable System, Experience Rating System, Firms Information System, Workwell Management System

Location: Finance and Administration. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Name, assessment history, collection action, firm number, industry description, invoice issues, mailing and payroll addresses, overdue accounts, payments, payroll and assessment totals, penalties issued, personal coverage history, telephone number. Uses: Statistical analysis; issue assessments; adjust experience ratings; lay charges and levy appropriate penalties (s.103(8), 103(4), and 103(6)); reference and information; monitor accident record; determine employer assessments; conduct audits. Users: Revenue, Health and Safety Initiatives Branch, Actuarial, Collections, Fraud Investigations Unit, Internal Audit, Decision Review Hearings, Workers' Compensation Appeals Tribunal, Ministry of Labour, Workplace Health and Safety Agency, Safety Association and the Ontario Workers' Compensation Institute. Individuals in Bank: Past and present employers reporting to the board, employers as defined by the Workers' Compensation Act, self-employed workers requesting coverage. Retention and Disposal: Six years, then destroyed.

Canada Savings Bonds - Employee Purchase Files

Location: Finance and Administration. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Name, social insurance number, address, amount of deduction, bond purchase forms, bond serial numbers, cancellations and issues, general bond information, responsibility code, telephone number. Uses: Ensure correct delivery of bonds; verify employee Canada Savings Bond deductions and payment amounts. Users: Board employees. Individuals in Bank: WCB employees applying for Canada Savings Bond internal purchase. Retention and Disposal: One year after expiry of issue, then destroyed.

Employer Information

Location: Finance and Administration. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Employer's name and address, employee information, firm and rate numbers, industry type, payroll information. Uses: Determine employer assessments; conduct audits. Users: Revenue and Internal Audit staff. Individuals in Bank: Employers as defined by the Workers' Compensation Act, self-employed workers requesting coverage. Retention and Disposal: Not determined.

Firm File Microfiche

Location: Finance and Administration. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Employer's name and address, audit reports, cancellations, changes, correspondence between employer and WCB, decision review and Workers' Compensation Appeals

Tribunal rulings, fact sheets, firm/account number, industry descriptions, memos, payroll statements. Uses: Record all correspondence between and communications about board and employers; provide information for Board decisions. Users: Review Services staff, Revenue, Workers' Compensation Appeals Tribunal. Individuals in Bank: Employers, owners, executive officers, independent operators. Retention and Disposal: Not determined.

Salary Advance

Location: Finance and Administration. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Name, social insurance number, cheque number, amount of tuition assistance. Uses: Record salary advances to board employees. Users: Division secretary, internal and external auditors. Individuals in Bank: Board employees. Retention and Disposal: Two years.

Security File

Location: Finance and Administration. Legal Authority: Trespass to Property Act, R.S.O. 1990, c.W.11. Information Maintained: Name, address, claim number(s), statements about disruptive behaviour of worker. Uses: Assess the seriousness of the disruptive behaviour; decide whether or not to issue warning or restricted access letters to disruptive claimants. Users: Security staff and claims adjudicators interviewing the claimants on the warning or restricted access list. Individuals in Bank: Injured workers who are disruptive or who have made threats against board staff or who have threatened or used violence toward an employee of the board. Retention and Disposal: Not determined.

## **Human Resources and Client Appeals Division**

The division provides ongoing support to the client service and policy-making groups. This division is composed of the following units: Compensation, Quality Management and Human Resources, Staff Relations and Employee Health Services, Decision Review and Hearings/Re-Employment Branch.

### **Common Records**

Career Planning/Training  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Job Competitions and Applications  
Performance Management  
Professional Development  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### **General Classes or Types of Records**

Corporate Annual Reports

Decision Records  
Employment Trends  
Hearings Records and Procedures  
Re-Employment Records and Procedures  
Research Files

### Manuals

Administration and Production - Policy and Procedures  
Human Resources - Policy and Procedures  
Organization Manual (WCB) Ontario  
Research and Development - Policy and Procedures  
Superannuation - Policy and Procedures, Benefits Section, 1985  
Treasury Branch Operations  
Superannuation Plan Minutes and Minutes re Investments

### Personal Information Banks

#### Attendance and Vacation System

Location: Human Resources and Client Appeals Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11, s.72.Information Maintained: Name, social insurance number, work attendance, job classification.Uses: Record absences; provide statistical reports on attendance.Users: Compensation Branch, Finance and Administration, and Internal Audit staff, board management.Individuals in Bank: Board employees.Retention and Disposal: Not determined.

#### Employee Counselling Files - Long-Term Disability

Location: Human Resources and Client Appeals Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11.Information Maintained: Name, address, age, education, employment history, family status, interview notes, marital status, medical reports, physical and workshop assessment results, sex, socio-economic information, telephone number, vocational testing results.Uses: Help reduce hardship associated with the disability; facilitate a return to the work force.Users: Employee Counselling Section staff.Individuals in Bank: Board employees on long-term disability benefits.Retention and Disposal: Not determined.

#### Employee Counselling Files - Special Placement

Location: Human Resources and Client Appeals Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11.Information Maintained: Name, address, telephone number, socio-economic information, age, sex, marital status, family status, education, medical, psychiatric, psychological, employment history and/or financial transactions, employee's opinions/views, confidential correspondence, opinions/views about the employee.Uses: Report progress; provide status of issues and/or employee placement activities.Users: Employment Equity Program staff.Individuals in Bank: WCB employees seeking assistance with interpersonal problems and/or employees active on a Special Placement Program.Retention and Disposal: Not determined.

#### Employee Medical Information

Location: Human Resources and Client Appeals Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Occupational Health and Safety Act.Information Maintained: Name, accident reports, address, claims, health records, medical information, social insurance number.Uses: Verify health status; authorize leaves of absence.Users: Human Resources staff, line managers, employee counsellor, medical staff, auditors.Individuals in Bank: Board employees.Retention and Disposal: Not determined.

#### Employment Application Inventory

Location: Human Resources and Client Appeals Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11.Information Maintained: Name, application forms, letters of application, resumes, social insurance number.Uses: Identify potential candidates for job competitions.Users: Human Resources specialists, line managers.Individuals in Bank: Applicants for employment at the board.Retention and Disposal: One year, then destroyed.

#### First-Aid Program

Location: Human Resources and Client Appeals Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11.Information Maintained: Firm name and number, expiry date of certificates, number of trained staff.Uses: Record number of persons qualified and trained to give first aid in any firm coming under the Workers' Compensation Act.Users: Ontario Health and Safety Education Authority's administration staff.Individuals in Bank: Firms coming under the Workers' Compensation Act, agencies supplying first-aid instruction.Retention and Disposal: Not determined.

#### General Employment History and Compensation Information

Location: Human Resources and Client Appeals Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11.Information Maintained: Name, social insurance number, address, employee benefits options, payroll transactions, work history.Uses: Record employee's work history and payroll/benefit transactions.Users: Human Resources and Finance and Administration staff, managers and auditors.Individuals in Bank: Board employees.Retention and Disposal: Ten years after term, then destroyed.

#### Grievances

Location: Human Resources and Client Appeals Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Crown Employees Collective Bargaining Act.Information Maintained: Name, correspondence about the grievance, grievance award, grievance forms, job classification, notices and replies, supporting documentation about the grievance.Uses: Document the grievance process.Users: Human Resources staff, line managers.Individuals in Bank: Board employees submitting formal grievances.Retention and Disposal: Not determined.



### Job Competitions

Location: Human Resources and Client Appeals Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11.Information Maintained: Application forms, appointments of successful candidates, job advertisement, screening and evaluation information.Uses: Document the hiring process; provide statistical data.Users: Human Resources and Employment Equity staff, line managers, Human Rights officers, auditors.Individuals in Bank: Applicants for jobs with the board.Retention and Disposal: Up to 1 year, then destroyed.

### Performance Management

Location: Human Resources and Client Appeals Division.Legal Authority: Crown Employees Collective Bargaining Act.Information Maintained: Name, appraisal of work performance, job classification, social insurance number.Uses: Manage employees' performance; identify staff training needs.Users: Board, training, and Employment Equity staff; line managers and auditors.Individuals in Bank: Board employees.Retention and Disposal: Not determined.

### Personnel and Employee Benefits System

Location: Human Resources and Client Appeals Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11.Information Maintained: Name, Social Insurance Number, address, date of birth, education, pay level, sex, telephone number, work history.Uses: Provide basic data to issue pay cheques; generate statistical reports (e.g., T-4s, pension contributions).Users: Board management, Human Resources, financial staff, Internal Audit staff, insurance carriers.Individuals in Bank: Board employees.Retention and Disposal: Not determined.

### Re-Employment Files

Location: Human Resources and Client Appeals Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11.Information Maintained: Name, Re-Employment Officers' decisions, address, telephone number, claim number, collective agreements, earnings and employment benefits, employment benefits, hearings transcripts, information regarding applicant worker, employer's name, personnel file, personnel policies, worksite analysts' reports, telephone and fax numbers.Uses: Make determinations under the Act as to whether or not obligations regarding re-employment and payment of employment benefits have been met.Users: Workers and their representatives, employers and their representatives, Re-Employment Branch staff, Workers' Compensation Board Appeals Tribunal (if appeal filed).Individuals in Bank: Workers and employers.Retention and Disposal: Not determined.

### Superannuation Buyback

Location: Human Resources and Client Appeals Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11.Information Maintained: Name, social insurance number, superannuation details.Uses: Record receivables for employee buying back past service.Users: Payroll and Benefits Policy Section staff, internal and external auditors.Individuals in

Bank: Board employees.Retention and Disposal: Not determined.

### Superannuation Plan

Location: Human Resources and Client Appeals Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11., s.68.Information Maintained: Name, address, date of birth, employment history, pay level, sex, social insurance number, superannuation contributions.Uses: Calculate and pay or refund pension contributions.Users: Human Resources Branch, financial staff, actuaries, auditors.Individuals in Bank: Current and former board employees with vested pensions.Retention and Disposal: Not determined.

## **Information Services Division**

This division provides computer, communication and consulting services in support of the board's goals, in active partnership with its clients and staff. The division is composed of the following branches: Support Services, Applications Development - Client Services, Applications Development (other divisions) and Technology Branch.

## **Investments Division**

This division provides investment management and services for all investments controlled by the board. The mandate of this division is to maximize the investment return by using diversification within prudent investment guidelines.

## **Strategic Policy and Analysis Division**

This division undertakes the major research, analysis and evaluation activities of the board in order to develop legally, medically, economically sound strategic and operational policies, programs and strategic plans. It is comprised of the following units: Medical and Occupational Disease Policy, Benefits Policy, Research and Evaluation, Revenue Policy, Legal, and Special Investigations Unit.

### **Common Records**

Freedom of Information and Protection of Privacy Act Requests  
Ombudsman/Human Rights Commission

### **General Classes or Types of Records**

Advisory Committee on Occupational Chest Diseases  
Advisory Council on Occupational Health and Safety -  
Ministry of Labour  
Asbestos Data Base  
Canadian Centre for Occupational Health and Safety  
Cancer Claims and Index  
Cardiovascular Diseases  
Compensation Claims Statistics  
Consultation Reports  
Employer Assessment Rates  
External Policy Consultation Submissions  
Fatalities Data Base



Financial Reports  
Industrial Disease Standards Panel  
Industrial Noise Deafness  
Infectious Diseases  
Interest Group Profiles  
Interest Group Representation  
Legal Opinions  
Literature Reviews on Occupational Disease  
Operational Policy Discussion Papers  
Survey Data (work history, opinions, etc.)  
WCB Discussion Papers

### Manuals

Employer Classification Manual  
Occupational Classifications  
Occupational Disease Information  
Operational Policy Manual

### Personal Information Banks

#### Complaints Respecting Violations of the Workers' Compensation Act

Location: Strategic Policy and Analysis Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11.Information Maintained: Name, address, complaint documentation, telephone number.Uses: Determine whether or not to investigate the complaint.Users: Special Investigations Unit and program staff.Individuals in Bank: Complainants, witnesses, workers, employers, suppliers, and employees.Retention and Disposal: Not determined.

#### Legal Action Files

Location: Strategic Policy and Analysis Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11.Information Maintained: Plaintiff's/Applicant's name, WCB claim file if appropriate, address, counsel, legal opinions, pleadings and factums.Uses: Initiate, defend or respond to court actions and applications on behalf of and against the board.Users: Division solicitors and counsel retained by the board.Individuals in Bank: Individuals initiating an action or making application against the board.Retention and Disposal: Twenty years, then destroyed.

#### Subrogated Personal Injury Actions

Location: Strategic Policy and Analysis Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11, s.10(4).Information Maintained: Name, address of injured worker, claim file number, defendants and representatives, interpretations and legal opinions, medical information, public liability insurance particulars, social insurance number, wage information and employment history.Uses: Advance subrogated personal injury action in the courts.Users: Division solicitors, adjusters and counsel retained by the board.Individuals in Bank: Employees of Schedule I employers receiving Workers' Compensation benefits.Retention and Disposal: Ten years, then destroyed.

#### Transfer of Costs Files

Location: Strategic Policy and Analysis Division.Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11, s.10(9).Information Maintained: Name, WCB claim number, address of injured worker, investigation notes, name and address of employer, name and address of witnesses, statements by worker and witnesses.Uses: Determine if accident costs of a claim should be transferred to another employer (s.10(9)).Users: Division staff.Individuals in Bank: Employees of Schedule I employers with compensable claims.Retention and Disposal: One year in Legal Branch, then transferred to Firm File Microfiche.

# WORKERS' COMPENSATION APPEALS TRIBUNAL

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## Head

Tribunal Chair  
Workers' Compensation Appeals Tribunal  
7th Floor, 505 University Avenue  
Toronto, Ontario  
M5G 1X4  
(416)598-4638

## Access

Freedom of Information and Privacy Coordinator  
Workers' Compensation Appeals Tribunal  
7th Floor, 505 University Avenue  
Toronto, Ontario  
M5G 1X4  
(416) 598-4638

The Workers' Compensation Appeals Tribunal (WCAT) is the final level of appeal to which workers and employers may bring Workers' Compensation Board (WCB) matters regarding entitlement to benefits, health care, vocational rehabilitation and re-employment obligations. It also decides appeals from WCB decisions on assessments, penalties and transfers of costs, as well as disputes over employer access to workers' files and workers' objections to undergoing medical examinations requested by employers. In addition, the tribunal decides if a person has the right to sue in court instead of making a compensation claim. WCAT is an independent tribunal, separate and apart from the WCB. Decisions are made by tripartite panels composed of Order in Council appointees.

## Common Records

Central Attendance Recording System (CARS)  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Identity/Employee Card  
Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Parking Records  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

## Manuals

Tribunal Practice Directions

## Personal Information Banks

### Workers' Compensation Appeals Tribunal Files

Location: Workers' Compensation Appeals Tribunal Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11 as amended. Information Maintained: Name of worker, address, assessments and other relevant information, employer business and financial information, employment history, medical reports, name of employer, statements from witness(es) including name and relevant information. Uses: Maintain internal file tracking system from initiation to final determination; adjudicate appeals and issues listed above; investigate where necessary to assist such adjudication. Users: Intake officers, scheduling personnel, Vice-Chair, panel members, Tribunal Counsel Office, Tribunal Chair's Office, medical counsellors and personnel operating file tracking system. Individuals in Bank: Workers, employers and other parties appealing Workers' Compensation Board decisions or otherwise involved in workers' compensation matters. Retention and Disposal: Not determined.





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